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ABSTRACT

This is a study of 140 unfilled interlibrary loan requests sent to the New York State Interlibrary Loan Network (NYSILL) during October and November, 1968. Detailed information on each case in the study is provided in an appendix to the report. The findings are: (1) the unfilled requests do not differ markedly from filled requests; (2) The quality of citations for the unfilled requests was good; (3) 85% of the requests were for materials owned by one or more NYSILL lending libraries and (4) 94 of the 140 requests were found to be available for loan at the time of the original proposal. Correction of searching and routing errors would probably have resulted in filling about 56% of these. Recommendations are: (1) Improvements can be made in the quality of citations for requests submitted, and in the time consumed in searching requests at lending libraries, by engaging in intensive training in interlibrary loan procedures; (2) Additional resource institutions are not needed at this time; (3) Steps could be taken to reduce the proportion of items owned but not lendable; and (4) means to improve the NYSILL system's ability to make maximal use of its resources are needed. (Author/SG)

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NIL: A STUDY OF UNFILLED INTERLIBRARY LOAN REQUESTS IN THE NYSILL SYSTEM

A Report Prepared for the
Division of Library Development
of The New York State Library

Richard A. Ellis
Sarah Katharine Thomson
Janet Weiss

NELSON ASSOCIATES, INCORPORATED

Washington, D.C.

September, 1970

This report is submitted solely for
the information and benefit of
the client to whom it is addressed.

LI 002 655

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September 15, 1970

Miss Jean L. Connor, Director
Division of Library Development
The New York State Library
Albany, New York 12224

Dear Miss Connor:

We are pleased to submit this study of unfilled interlibrary loan requests in the New York State Interlibrary Loan network (NYSILL). Our report describes the library reference problems which were associated with these requests, and suggests probable reasons for the system's inability to fill these items. The findings of the study again demonstrate the immense potential of NYSILL as a reference and research resource for New York. Over 80 percent of these requests were found to be held by one or more libraries in the system.

The text of the report summarizes the methods and data resources of the study, and provides an overview of our findings with respect to the complete set of unfilled requests. The bulk of this study, however, is in the case studies which have been prepared for each item in the sample. These are assembled together in the appendix, and include a reproduction of the original TWX message for each request, an identification of errors in citations and of problems of verification, original referral histories in NYSILL and actual system holdings, and notes on special factors which may have influenced our summary judgements about particular requests. We feel that careful study of this appendix may assist local librarians in achieving a better understanding of the difficulties in processing interlibrary loan requests in NYSILL, and in improving the quality of the citations submitted to the network. The appendix may also be a useful tool for more general reference instruction in library science.

Our introductory remarks have been prepared with the intention of maintaining continuity with previous studies of NYSILL. A brief review of the system is included to assist readers who may not be familiar with the network, and recent developments in the system are noted so that other readers may be brought up to date.

This project owes a great deal to those many reference librarians, outside NYSILL as well as within it, who helped us obtain the information used in this report. "Telling me about a request like this," one colleague told us, "is like offering a bone to a dog." It may well be that unraveling incomplete or inaccurate reference citations is an enjoyable challenge for many professionals in library science--it was certainly so for us--but this does not diminish our appreciation in the least.

Other important acknowledgements are due to Sarah Katharine Thomson, librarian of Bergen Community College in Paramus, New Jersey and author of two recent ALA publications on interlibrary loan practices. This project has benefited greatly from Dr. Thomson's expert guidance. Janet Weiss, now returned to her studies at Yale University, assisted in all phases of the study, searched the sample of unfilled requests at some 15 different libraries in New York, and prepared much of the material in the appendix. Mary Felix, librarian for the interlibrary loan unit at the New York State Library, provided from her files the original TWX messages which form such an important part of the case studies. And Mr. John Baker, executive assistant at the New York Public Library Research Libraries, made it possible for us to use the verification facilities and the official catalogs at the NYPL.

If we can assist in the interpretation or dissemination of the contents of this report, please call on us.

Yours truly,

Richard A. Ellis

Richard A. Ellis

NELSON ASSOCIATES, INC.

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ABSTRACT OF FINDINGS AND RECOMMENDATIONS

This is a study of 140 unfilled interlibrary loan requests sent to the New York State Interlibrary Loan network (NYSILL) during October and November, 1968. Detailed information on each case in the study is provided in an appendix to the report. An analysis of all of these data generated the findings and recommendations summarized below.

FINDINGS:

(1) **The unfilled requests do not differ markedly from filled requests referred to NYSILL lending libraries.** Foreign language citations are somewhat more common in this sample than would ordinarily be the case for NYSILL requests. Other than this, however, the requests mirror the characteristics of all NYSILL loans in their patron status, originating library type, age, level, and subject matter (see pages 9-15).

(2) **The quality of citations for the unfilled requests was rather good, compared to that found in other interloan investigations.** Over 85 percent of the citations were passable; over a third were perfect. Inclusion of a verification statement with the citation is no guarantee that the information given is accurate, however (see pages 15-19).

(3) **The overwhelming majority of the requests—almost 85 percent—were for materials owned by one or more NYSILL lending libraries.** However, ownership does not always imply a possible loan. About a fifth of the items held would probably not have been lent, because of heavy circulation, refusals to lend, or delays in technical processing of newly acquired materials. Of the requests for items not held by NYSILL lending libraries, a quarter would not have been available at any library (due to requests for materials not actually published at the time, requests for articles not in the serials given, etc.); the rest were verified as held outside the system (see pages 19-22).

(4) **Ninety-four of the 140 requests were both held and judged to have been available for loan at the time of the original referral. Of these, correction of searching and routing errors would probably have resulted in filling about 56 percent.** The most frequent problem was premature cancellation of a request; the second most frequent was routing to inappropriate libraries; the third most frequent was missearching. Attention is called to the phenomenon of the "dark horse" request, the one which was

not filled even though it either received error-free processing or experienced errors which, even if they had not occured, would have made no difference in the outcome (see pages 23-32).

RECOMMENDATIONS:

(1) **NYSILL can still make worthwhile improvements both in the general quality of citations for requests submitted to the system, and in the time consumed in searching requests at lending libraries, by engaging in intensive training in interlibrary loan procedures.** Staff at originating libraries need to be familiar with the NYSILL manual, which explains the specific requirements of the system. Even more important, they need to know and understand the general practices of interlibrary loan work, as explained in the ALA *Interlibrary Loan Procedure Manual.* A third useful tool in this training might be the case study material contained in the present report (see pages 33-34).

(2) **A review of the requests for materials not owned by any of the libraries contracted to NYSILL suggests that additional resource institutions are not needed at this time.** Of course, such resources might be justified to enable NYSILL to handle requests which were not entering the system at all in 1968 (see pages 34-35).

(3) **Steps could be taken to reduce the proportion of items which are owned but not lendable.** These include:

   (a) creation of a collection of circulating reference books at the State Library; and

   (b) creation of backup subject library designations for all fields assigned to Cornell University, so that the system will be able to fill requests for recent materials in those subjects (see page 35).

(4) **Other steps can be taken to improve the NYSILL system's ability to make maximal use of its resources.** These include:

   (a) modifying the state's "in circulation" rule to permit cancellation of requests only if they receive at least two such reports after referral beyond the State Library;

(b) use of the new New York State Union List of Serials;

(c) further modifications of the subject assignments in NYSILL, to specify referrals for materials in business and for government documents;

(d) the use, as planned, of the New York Public Library Research Libraries as a "library of last resort"; and

(e) more carefully stated and executed routing procedures, including

(f) guaranteeing at least two referrals for any NYSILL request sent beyond the State Library.

Application of suggestions (e) and (f), above, will be assisted by the creation, if this can be done, of some simple guideline for judging the scholarly level of a request. Until a better one can be found, the rule used in this study provides a workable alternative: if the request seems clearly to fall into one of the subject categories listed by NYSILL in its division of responsibilities among lending institutions, it is likely to be of at least "medium" level, if not more.

If all of remedies listed above had been in effect in the Fall of 1968, it is estimated that the filling rate for the NYSILL referral network would have been improved from 57 to 73 percent, causing a rise in overall success rates for the system as a whole from 65 to 70 percent (see pages 35-37).

NIL: A STUDY OF UNFILLED INTERLIBRARY LOAN REQUESTS IN THE NYSILL SYSTEM

I: INTRODUCTION

It is axiomatic in modern library circles that no single institution can possibly acquire all of the materials which its users might need. For most libraries, the best strategy is to collect the items which will satisfy the more predictable demands of local patrons, relying on other larger or more specialized places for the occasional atypical request. Such a policy is not a substitute for collection building,[1] but rather a recognition that not even the finest research library can hope to encompass the full range of current scholarly and technical literature.

The usual mechanism for tapping the resources of another library is the interlibrary loan request, either in its traditional mailed variety, using standardized forms developed by the American Library Association (ALA), or through any of several new kinds of interlibrary networks linked by telephone, telefacsimile systems, teletype or Telex installations, or even direct, on-line communication between computers. In processing interlibrary loans, the most common shorthand term for advising a requesting library that one does not possess desired material is "NIL" -- Not In Library. This is a study of such requests. Strictly speaking, our attention goes beyond NIL's to include items unavailable because of heavy use ("NOS," or Not On Shelf), materials which libraries are unwilling to lend ("WNS," or Will Not Send), or any other condition which, from the perspective of the patron, amounts to failure. In addition, this study deals not with simple requests from one library to another, but with a sample of unfilled requests which were directed to a whole system of libraries: the New York State Interlibrary Loan network, or NYSILL.

The NYSILL Network

Very detailed descriptions of NYSILL and its operations are available elsewhere.[2] Here our attention is limited to a brief overview, to provide a setting for those unacquainted with NYSILL and to bring others up to date. Service in NYSILL was begun in March, 1967 when the New York State Library established a network of eleven resource libraries to serve the information needs of the entire state. The State Library acted as the major statewide resource and as the switching center for the system, drawing on the collections of other participants in the network whenever it could not provide requested materials. Since 1967, one library has been dropped from the network and two others added. The present participants are the public libraries of Buffalo and Erie County, Rochester, and Brooklyn (with linkages through Brooklyn to the New York Public Library Circulation Libraries and the Queens Borough Public Library); several major research libraries (the New York Public Library Research Libraries, and the libraries of Cornell, Columbia, and New York Universities), and several specialized research libraries (those of the New York Academy of Medicine, the Engineering Societies, the American Museum of Natural History, Teachers College, and Union Theological Seminary).

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[1] Reliance on other libraries for "core collection" materials is often considered a serious abuse of interlibrary loan practices. See *NYSILL Evaluation: Phase III--1969* (Albany: Division of Library Development, New York State Education Department, 1970), pp. 43-44. On the other hand, the growth of both patron demands and scholarly literatures is so swift that many institutions may feel justified in requesting titles which might not have been, by past standards, of an appropriate level for interlibrary loan.

[2] See *NYSILL: New York State Interlibrary Loan Network* (Albany: Division of Library Development, New York State Education Department, 1970 [revised]); and R. A. Ellis, Nina Root, and John Eller, *Interlibrary Loan in New York State* (New York: Nelson Associates, 1969).

Requests to NYSILL originate at public, academic, and special libraries throughout the state. The exact total number of libraries which have made use of the system is unknown; in any event, the number is a large one. The 1968 evaluation of the program, based on a ten percent sample of requests for a single three-month period, tabulated use by more than 400 institutions.[3] Requests from public and special libraries are generally routed through regional centers, either local public library systems or larger regional interlibrary loan networks, before TWX transmittal to the State Library at Albany; requests from the larger universities typically bypass these regional units. The number of items eventually searched at the New York State Library is now well over 100,000 requests per annum.

Ever since NYSILL began operations, the State Library has been able to fill between 44 and 47 percent of the requests it received.[4] Of the remainder, a steadily increasing portion has been referred to one or more of the libraries in the NYSILL network. In 1969, the proportion of referrals beyond the State Library reached 36 percent, or well over half of all loan requests received but not filled at Albany. Not all items received by the State Library are eligible for referral into the network, of course. Examples of types of material which Albany would itself loan but which it will not refer to the network include fiction, children's literature, textbooks, recreational materials, and self-help books. Occasionally even these kinds of requests will also be referred, as will be seen when the data for this study is reviewed.

The referral libraries fill about 40 percent of the requests which they receive; by way of contrast, about 64 percent of the traffic is mailed interlibrary loan forms between academic libraries results in filled loans.[5] The lower success rate for NYSILL referral libraries is a direct result of the screening effect of prior searches at the State Library, which is itself a formidable research library with a collection of well over 4,000,000 volumes. Since requests may be referred more than once, as a group the participating libraries fill almost 60 percent of the requests routed beyond the State Library. When these filled items are added to those which have been provided by Albany, the filling rate for NYSILL as a whole reaches 65 percent.

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[3] *Interlibrary Loan in New York State*, op. cit., p. 98.

[4] *NYSILL Evaluation: Phase III--1969*, op. cit., p. 15.

[5] Sarah Katharine Thomson, *Interlibrary Loan Involving Academic Libraries* (Chicago: American Library Association, 1970), ACRL Monograph No. 32, Page 64.

The NYSILL system includes provisions for reimbursing the participating libraries for the requests which they handle. Any library filling a request is paid $2.00 to cover its handling and mailing expenses. In addition, the public libraries are paid $1.00 to search a request, whether it is filled or not, and the university and special libraries receive $2.50 for the same service.[6] Since a request referred three times can cost the state between $3.00 and $7.50 just for searches, and since success rates for third (or later) referrals have been very low, the number of referrals has tended to be limited to two in order to keep the service within reasonable limits of cost-effectiveness. Such factors are important in assessing the judgments offered in this study about system handling of specific requests.

In order to insure a reasonable probability of filling loans with one or two referrals, the university and special libraries within NYSILL have been designated with responsibilities for specified subject fields. Thus Teachers College has acted as the NYSILL subject center for materials in education. These subject guidelines have recently been extensively revised, and as a result suggested routings now exist which were not in use in the Fall of 1968, when the requests in this study entered the system. Other modifications or special characteristics of NYSILL which affect the conclusions of this report will be taken up below in the material on study methodology.

As an interlibrary network, NYSILL exhibits a number of other features of great potential interest to the library profession. It includes a major pilot test of the feasibility of computer assistance in managing such systems. It is an excellent test of the practicality of combined public and academic library service. Its cost structure, and the dramatic reductions in unit costs which have been experienced since 1967, illustrate some of the financial considerations which must be faced by designers of large-scale interlibrary networks. All of these topics are outside the scope of the present study, and the reader who wishes to obtain more information is urged to consult the references given above.

The Study Sample

The 1968 evaluation of NYSILL was based on a ten percent systematic selection (every tenth case) of all requests handled by the network during the period October-December, 1968. These cases may be treated as a pure random sample, since inspection of the data showed that no particular ordering within the groups of ten occured.[7] Data gathered for the 1968 study included information on the sources of the requests, complete histories of handling at the State Library and elsewhere, data on elapsed times, and, for October and November only, bibliographic citations for each request. The data for the present project was drawn from this 1968 sample, and includes all October or November cases which had been referred beyond the State Library but not filled. One such case turned out to be a "false positive," e.g., it had actually been filled by NYSILL.[8] When this case was then removed, the net number of requests to be treated in the review of unfilled requests was 140.

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[6] An analysis of the equity of these fees will be found in Cynthia Rice, R. A. Ellis, and Nina Root, *An Evaluation of the New York State Library's NYSILL Pilot Program* (New York: Nelson Associates, 1968), pp. 122-150.

[7] See Leslie Kish, *Survey Sampling* (New York: John Wiley, 1967), pp. 113-127.

Sample bias could occur in several ways. The general character of NYSILL requests may have changed in the two years since the data was first obtained. Discussions with personnel at the New York State Library suggest that this is a rather unlikely possibility. A more likely bias might be related to any improvements since 1968 in the sophistication of the State Library's routing procedures. This could significantly affect the nature of a sample of unfilled requests even if the overall type of material handled by the system remained essentially the same. Another kind of time bias is possible: that the sample is weighted in favor of the kinds of loans which might come to NYSILL during the Fall, as opposed to an entire year. Previous studies of NYSILL have shown decided seasonal variations in the load of interlibrary requests; however, those same studies also suggest that the October-November months are a relatively good, rather than a relatively poor, sample of the annual volume. The more atypical months are in the Spring, when academic requests are at their peak, and in the Summer, when public use comprises a greater share of the total.

Another kind of bias which could exist has to do with the small size of the sample. One hundred and forty cases, while more than sufficient for statistical purposes, might still leave open the chance of contamination through inclusion of a large number of requests submitted by a single person. Patrons often submit requests to NYSILL in batches, and the sample might unduly reflect the particular needs of some one researcher at a single point in time. Inspection of the data shows, however, that this did not occur. Only one public library in the state is represented in the sample more than twice. Furthermore, where libraries had more than one request in this sample, these tended to be spread across the full two months of the time frame, and no concentrations by subject matter were apparent.

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[8] The item in question was a request for P. S. Pallas, "Bermerkungen ueber die bandwurmer in menschen und thieren," *Neue nordische beytrage zur physikalischen und geographischen erd- und volkerbeschreibung. Naturgeschichte und oekonomie.* Leipzig, Vol. 1 [1781], pp. 39-112 plus plates 2 and 3. The borrower offered to accept charges. Apparently this request was submitted twice. The first time it was referred to the New York Public Library Research Libraries, which decided to fill it. Some delay occured, and before the filled material reached the borrower, a second request was submitted by the same person. This second request is the one in the sample, and was coded "WNS" (Will Not Send) by NYPL because by that time the first loan had been completed.

[9] Materials in *An Evaluation of the...NYSILL Pilot Program* (op. cit., p. 13) and *Interlibrary Loan in New York State* (op. cit., p. 78 and p. C-5) allow an explicit comparison between faculty, student, and other patronage of the system during the sample period and during the year ended on June 21, 1968. Proportionate use is about the same for these two periods.

Study Methodology

The citations originally available for this study were contained in a machine-based file maintained by Nelson Associates. Entry into this file required occasion truncations, abbreviations, or other alterations of the original TWX messages. For this reason, a list of the requests in the sample was sent to the New York State Library, which matched its records and pulled out copies of the requests as they had appeared on the teletype. In five cases, these originals could not be retrieved, but, luckily, the computer-based records for these items turned out to be relatively good.

The entire list was then sorted and initial work on verification was done. Requests which could not be easily verified were passed up, and searched in their unverified form along with the others. In the process of the searches several of these more obscure items were found, thus enabling verification from the source. For others, intensive verification work was done, going to indices, reference tools such as the National Union Catalog (NUC), abstracts, etc., and in some cases including contact with publishers, authors, and even borrowers. Nelson Associates was able to positively verify the existence of all but four cases; these were instances of articles not appearing in a serial, where the serial itself could be proved to exist. In several cases, late verification required a second search under different main entries.

The results of this verification process are included with the case studies in the appendix to this report. Original TWX messages are given just as they appeared to the librarian receiving the request, including layout and typographical errors. Errors and additional information uncovered in the course of the work are noted in the text of the case histories.

Searching of the list was carried out at every lending library which participates, directly or indirectly, in the NYSILL program. Where more than one catalog was available at a library, the one used by NYSILL librarians was chosen, with followup at more complete catalogs if these existed. For example, the official catalog of the New York Public Library Research Libraries was used; the public catalog of the Brooklyn Public Library was used, with recourse to a reference desk listing of selected items available at the Brooklyn Business and Commerce branch. The New York State Library was searched, on the assumption (which proved to be correct) that citation errors would have caused some requests to be reported NIL at Albany when, in fact, they might have been filled. Neither the New York

Public Library Circulation Libraries nor the Queens Borough Public Libraries is formally contracted to NYSILL, but each of these has occasionally filled a NYSILL request through the New York City interloan system linking these libraries with Brooklyn. Both were searched for this study. Selected items were also searched at a number of libraries outside NYSILL, including the Library of Congress, the National Agricultural Library, the Library of the Museum of Ceramics at Corning, New York, the Marist Library at the University of Dayton, and others.

As the search was carried out, a number of discrepancies between this work and the original searches in NYSILL were turned up. In general, these could be classified as follows:

--simple errors in the original NYSILL search. These were requests which had originally been reported NIL which turned up in the Nelson search at the reporting library.

--catalog errors. Requests may be listed in catalogs even though in fact they are lost or missing. Shelf lists were occasionally checked for this study, but actually attempting to physically obtain every item at every library--the only conclusive safeguard against these kinds of errors--was not.

--restrictions on the use of special collections or libraries. For example, the Brooklyn Business and Commerce Library is not ordinarily tapped for NYSILL, even though it is part of Brooklyn Public and holds several of the requests in this study. Cases of this kind are noted in the case studies but not counted as "holding libraries" in our summary analysis.

--late acquisitions. Several books were published in 1967 or 1968, were consistently reported NIL in the original referrals, and were found to be held in the searching done for this study. Such requests have been treated separately in the analysis.

--optimistic publishers. This is related to "late aquisitions," except that these materials had not even been published at the time of the original referral (all such cases were listed in the 1968 edition of *Books in Print*).

--errors on the part of Nelson Associates. We caught at least one of these, where our search could not turn up a book which had been reported "WNS" at the NYPL Research Libraries. A second search by NYPL staff was able to verify holdings of the item.

Other kinds of special characteristics of the NYSILL system affect the methodology and conclusions of this study. As mentioned above, the recent revision of routing guidelines by subject matter means that some requests which could not be routed, or which were misrouted, might be handled more effectively in the 1970 system. Such cases are noted in the appendix. Another recent development is the specification of the New York Public Library Research Libraries as a "last resort" general-purpose referral center for NYSILL. As the case studies will show, this change will probably result in filled loans which otherwise would not have been successfully handled; this is easily the strongest library in the network and holds over half of the unfilled requests in this study.

Another factor to bear in mind is the special lending policy of Cornell University, which will generally refuse to lend current imprints. The rule has also been expressed in terms of materials in *Books in Print* for the past three years, or in terms of any request with a date within the past three years. This existence of this restriction means that Cornell holdings for items in this study published in 1966 or later must be ignored as a possible source of a NYSILL loan. Publication dates, especially for materials in this study, can be quite ambiguous, and as a rule of thumb Cornell holdings have been ignored wherever there was any possibility that they might refuse to lend. The rule also leads to an occasional misleading NYSILL report, with Cornell reporting a "WNS" (Will Not Send) because of the rule, or even reporting "NIL" without a search. In such cases the report does not necessarily mean that the university actually holds the item which has been requested.[10]

The most pervasive methodological problem in a study like this one is that of hindsight, and the bias that this can introduce into conclusions. Knowing which NYSILL libraries actually hold these unfilled requests makes it easy to invent torturous rationales for referral to the "right" place. Every attempt has been made to avoid this kind of pitfall. Another kind of hindsight problem also exists. There are requests in this study which have been seriously distorted in their citations, but which seem acceptable enough until one attempts to carry out a really thorough verification. For example, there is a case in which a request appeared to be an ordinary citation of a monograph, but actually referred to an article in a periodical. This item was not referred to appropriate subject libraries. Hindsight informs us that even if the "right" referral had been made, the library would have had little chance of filling it. In such a case, should this request be included in any analysis which is made of the system's ability to route these loans? Strictly speaking, it should be, but nevertheless most such cases have been ruled the other way. It seems fruitless to load the findings of the study against a system which handles the great bulk of its work quite well. It is important at all times in this report to keep in mind the fact that these requests include only the failures in a library system which is able to fill a very high percentage of all the requests which it receives.[11]

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[10] In a previous report *(Interlibrary Loan in New York State)*, Nelson Associates noted that computer-based records of NYSILL referrals could be used to build a partial union list. Exceptions like that at Cornell pose obvious problems for such a project, leading as they do to the possibility of inferring holdings where in fact there are none. For such cases a separate reporting code should be invented.

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[11] Another rationale for our ruling can be suggested. To infer that the State Library has made an inappropriate routing is a conclusion involving a good deal of second-guessing on Nelson Associates' part. Where such an inference seemed reasonably sound, we have been willing to make it. But in marginal cases, we have refrained from doing so. In the example listed above, for example, the request might have been sent to the public libraries rather than subject centers for very good reasons which had nothing to do with subject matter -- for example, the suspicion on the part of the NYSILL librarian that something was wrong with the item and it therefore would not justify the more expensive search which it would receive at a university or special library. We would ordinarily expect that the librarian would not know that some of these requests are badly cited, because we have been able to spend an inordinate amount of time with these cases, much more than can be reasonably expected of the State Library. Nevertheless, it is possible that in any of these cases NYSILL personnel might have decided to do some verification on their own.

II: AN ANALYSIS OF 140 UNFILLED NYSILL REQUESTS

All of the data used for this study is contained in the appendix to the report. Impressionistic judgements can be formed about the nature of this group of requests by simply reading through the case histories, but such a procedure becomes somewhat unsatisfactory when one attempts to formulate more precise judgements about particular items. Did we decide that one request had a really bad citation because of a misspelled author, for example, while allowing another request with the same kind of mistake to slip by? The only way to guard against this kind of inconsistency is to code all of the requests for the characteristics we wish to inspect, and then systematically compare sets of items with similar codings. This is the type of analysis offered below.

What Was Being Sought, and By Whom

We begin with a brief look at the source of the requests. Most were transmitted to the State Library through public library systems (Table 1). In the main such requests originated at public libraries, but some also were routed through library systems from colleges, universities, or special libraries such as Eastman Kodak in Rochester. Almost a quarter of the sample came directly to Albany from colleges with TWX facilities. A few of the requests were originated by the State Library itself, acting in behalf of either its own patrons or other libraries in the Capitol District. One case came directly to Albany from Brookhaven National Laboratory.

The patron status of NYSILL requests has always been a matter of some ambiguity due to the coding system used by the state. Patron status does not have to be supplied for items which the originating librarian judges unworthy of referral into the network. Thus some mild uncertainty is present about cases with missing patron status codes, which might be eligible requests where the status was simply not known or forgotten, or ineligible requests where the status was not supplied because the system didn't ask for it.[12] This ambiguity is reflected in the Table 1 data for patron status. Thirty-four percent of the cases are definitely from academic users. Another 51 percent are from eligible, non-academic patrons. Fourteen percent of the requests carry no patron status code at all; some of these may also be from academicians. When these same data were examined along with filled NYSILL requests in an earlier study, they suggested the finding that academicians are no more likely than anyone else to experience failure in use of the system.[13] Overall, the distribution of patronage among the unfilled requests is about the same as that in NYSILL as a whole.

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[12] Cf. *Interlibrary Loan in New York State,* op. cit., pp. 76-77.

[13] Ibid., pp. 142-144.

Table 1. Source, Patron Status, and Verification (as supplied by the borrowing library) of 140 Unfilled NYSILL Requests

A. Source of Request: Percent From...

...Public Library Systems	74%
...Colleges and Universities	23
...New York State Library	2
...Other (Brookhaven National Laboratory)	1
Total:	100%

B. Patron Status: Percent From...

...Faculty	14%
...Students	20
...Business, Professional, Others	51
...Patron Status Not Given	14
Total:	99%[a]

C. Verification (as supplied by the borrowing library): Percent...

...Complete Verification[b]	84%
...Verified Serial Title Only[b]	4
...No Verification Indicated	10
...Verification Given, But Obviously Not Followed[b]	2
Total:	100%

a. Does not total exactly 100% due to rounding.

b. "Complete" verification refers here to cases where a source is given for a monograph or for both title and article in a serial; it does not necessarily imply complete specification of verification source (series, date, volume, page, etc.) "Verified Serial Title Only" refers to cases where New Serials Titles, Ulrich's, etc., were mentioned (these do not establish existence of a particular piece in the given serial; two of the four nonexistent requests in this study were "verified" in this fashion). "Verification Not Followed" applies to three cases where a correct verification note accompanied a badly mangled citation.

Most of the requests carried some kind of verification statement. The presence of such a statement is no guarantee of a good citation; although most of the passable citations in this study (those graded "C" or better--see below) included a verification statement, so did most of the inadequate ones. Several requests for periodicals used such guides as *New Serials Titles* for verification, and this study confirms the fact that such references are not dependable verifications (because they do not establish presence of a specific article in the cited title). In three cases, it was apparent that the citation suggested by a verification source had been completely ignored.

Table 2 provides information on the subject matter of these requests. The subject codes used differ from those given in previous studies of NYSILL; they are based neither on Dewey Decimal numbers supplied by requesting libraries nor on a classification from titles by Nelson Associates, but on all of the data gathered in this particular study.[14] As such, these codes are quite accurate. In some cases classification could have been made into any one of several fields--for example, we could have classified the title *Politics and Social Science* as political science, political sociology, general social science, or some other catagory, all depending on the nature of the set of labels chosen for the study. Here the book was classed as "political sociology" simply to avoid creating a separate category for one volume alone. It should be noted that major subject classes are missing in the list in Table 2, simply because no request applied to those fields (e.g., physics). The overall distribution of subjects is roughly similar to that of all NYSILL requests; foreign literature, philosophy and religion, and business tend to be more heavily represented than is generally the case in this system, while requests for materials in the natural sciences, education, and medicine tend to be somewhat underrepresented. These variations are very slight, however.[15]

The sample of unfilled requests includes a substantial number of items in foreign languages--about 14 percent of the total, compared to an overall NYSILL average for all requests, filled or not, of about seven percent.[16] Six foreign languages are represented in the citations. A number of other languages are also encountered when this sample of requests is searched and verified. One citation carried an anglicized Japanese serial title; this has not been counted as "foreign" in the Table 2 figures, as the rest of this citation, its entry in verification sources, and most main entries in catalogs all used an English translation.

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[14] Cf. *Interlibrary Loan in New York State*, op. cit., pp. 81-96.

[15] Variations in subject matter reported here will not exactly parallel those reported in *Interlibrary Loan in New York State* (ibid., pp. 114-116); the latter figures taken into account the numbers of filled requests by fields, while these do not, and the earlier subject codes are less reliable.

[16] Ibid., p. 103.

Table 2. Subject and Language of 140 Unfilled NYSILL Requests

Subject Classification	Number	Language (if not English)
Natural Sciences, Mathematics:		
Chemistry	2	
Mathematics	3	French (2)
Meteorology	1	
Social Science:		
Anthropology	3	French (1)
Economics	3	
Political Sociology	3	
Psychology	9	
Sociology	4	
History:		
American History	2	
French History	1	French (1)
German History	4	German (2)
Historiography	1	
Literature:		
American Literature	5	
English Literature	5	
French Literature	4	French (2)
Russian Literature	3	Russian (3)
Spanish Literature	1	Spanish (1)
Philosophy and Religion:		
Philosophy	1	
Religion	15	German (1), Italian (2)
Fine Arts:	5	German (1)
Applied Arts:	5	
Applied Biological Sciences:		
Agriculture	2	
Animal Husbandry	3	

Table 2, continued:

Subject Classification	Number	Language (if not English)
Professional Fields:		
Business and Commerce	9	
Education	5	
Engineering (includes technical reports)	3	
Law	2	
Library Science	1	
Medicine	7	French (1), Hungarian (1)
Public Administration	1	
Government Documents:		
Foreign	1	
United States	2	
Biography:	3	
Travel:	1	
Fiction:	2	
Miscellaneous Subjects:		
Applied Sciences	4	
Arco-type Books	2	
Children's Literature	2	
Geneology	1	German (1)
Linguistics	1	
Occult Literature	4	
Sports and Hobbies	4	
Totals:	140	French............ 7 German............ 5 Russian........... 3 Italian........... 2 Spanish........... 1 Hungarian......... 1 Subtotal.........19

Table 3. Date of Publication of the Unfilled Requests[a]

Requests Published Before or During...

Year	Cumulative Proportion	Year	Cumulative Proportion
1634	.007	1950	.271
1843	.014	1951	.293
1859	.021	1952	.321
1886	.036	1953	.350
1898	.043	1954	.357
1900	.050	1955	.386
1901	.057	1956	.393
1905	.064	1957	.414
1907	.071	1958	.443
1908	.079	1959	.478
1922	.093	1960	.500
1923	.100	1961	.521
1926	.114	1962	.550
1928	.129	1963	.585
1930	.136	1964	.650
1932	.143	1965	.693
1937	.150	1966	.792
1938	.171	1967	.921
1939	.178	1968	.978
1940	.186		
1941	.193	Plus:	
1943	.200		
1944	.207	1969	.985
1945	.214	Not by 1970 (book delayed indefinitely)	1.000
1946	.221		
1948	.250		
1949	.257		

a. Date used is date of first publication, unless a specific edition was desired. In the latter case first date for the edition was used. One ambiguous request has been coded 1952 (earliest possible date for the serial which may be applicable).

The mean date of publication for the sample was 1950. As Table 3 indicates, this average is not a fair description of many requests; the distribution includes items published before 1900 and one first published in 1634 (the date of first publication is the one used here, unless the reader specifically asked for a particular edition). Half of all the requests were published during the 1960's. Two requests were for a single book, Leakey's *African Eden*, which has been carried in book trade literature for some time but which has never actually seen the light of day--in fact, a call to the publisher established that this piece has been delayed indefinitely. Another request asked for a book which was not published until 1969. Such cases underscore the perils of reliance on trade literature for verification. Citations in *Books in Print* were found to be especially unreliable in the course of this study.

The Quality of Citations

The authoritative study of bibliographic citations in interlibrary loans is Thomson's *General Interlibrary Loan Services in Major Academic Libraries in the United States,*[17] which includes an analysis of the completeness, accuracy, and relationships of these factors on outcomes for several thousand loan requests. The present report, by no means a fair replication of Dr. Thomson's dissertation, does draw extensively on the methodology and hypotheses of this work. For example, the guideline for judging completeness of citations is that of Thomson; in turn, her rule is based on the 1956 revision of the ALA's General Interlibrary Loan Code. Specifically:

> --requests for monographs should include full author entry, title ("exact and full enough for positive identification"), edition (if a particular edition is sought), imprint (including place of publication, publisher, and date), volume number if part of a set and title of set if different from the individual title, and, for series, title of the series and the serial number; and
>
> --requests for serials should include exact title of the serial, volume number, date of the volume, pagination of the article, and author and title of the article.

Thomson draws attention to the "permissive" language of the 1956 code, which used such terms as "if available." Not surprisingly (because Dr. Thomson had a great deal to do with it) the recent extensive revision of the code is somewhat less permissive in its emphasis on careful, professional treatment of interlibrary loan citations. The language of the 1968 code states that "Materials requested must be described completely and accurately following accepted bibliographic practice," but the code does not itself spell out specific citation requirements. These detailed instructions on accepted bibliographic practices were published separately in the *Interlibrary Loan Procedure Manual*,[18] which was not available for sale until August, 1970. In any event the stipulations of the 1956 code would represent a minimum standard of quality for the requests in this study.

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[17] Sarah Katharine Thomson, *General Interlibrary Loan Services in Major Academic Libraries in the United States* (Columbia University, D.L.S., 1967--available from University Microfilms, No. 68-8558). An abridged and updated version of this dissertation is *Interlibrary Loan Involving Academic Libraries*, op. cit.

Nelson Associates has not been quite as generous in assessing the citations in this study as was Thomson. NYSILL requests are routed to some of the largest libraries in the United States, and the requirements of the system are somewhat more stringent than those of the 1956 code. The latter required only serial title, volume and date as absolutely obligatory; in this study we have downgraded requests if any of the elements listed above are missing. In the case of monographs, the 1956 code permitted initialization of author's first names; in general, we have not. As Thomson points out, it is quite likely that NYSILL libraries will have "five inches of cards under Muller, F."[19]

Our rationale for categorizing the accuracy of requests is exactly the same as Thomson's: any deviation whatever from a perfect citation, giving benefit of the doubt only for obvious places of publication (e.g., Cambridge for Harvard University Press) and for trivial typographical errors, makes a citation "inaccurate." The inaccuracy is minor if, in our judgement, it does not seriously impair a library's ability to locate a volume it owns; it is major if this is not the case.

No attempt has been made to classify the exact kinds of citation errors uncovered in this study. The inclusion of the data in the appendix makes such a classification, with its attendant problems of presentation of information which is essentially out of context, unnecessary. Instead, all citations have been graded for overall general adequacy. The usual letter-grade convention is used, although any other labels would do as well. The criteria for the grades are:

--"A" citations: those which contain all required data elements and which are completely accurate (giving limited benefit of the doubt as noted above);

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[18] Sarah Katharine Thomson, *Interlibrary Loan Procedure Manual* (Chicago American Library Association, 1970), pp. 22-23, 29-37.

[19] *Interlibrary Loan Involving Academic Libraries*, op. cit., p. 36.

Table 4. Quality of Citation, by Type of Material[a]

Quality of Citation	All Types	Type of Material			
		Monograph	Serial	Gov't Doc.	Tech. Rpt.
"A" CITATIONS: complete and accurate	36%	36%	38%	33%	50%
"B" CITATIONS: minor errors, but easily verified and searched	31	35	14	--	50
"C" CITATIONS: can be searched, but errors make verification difficult	19	18	19	33	--
"D" CITATIONS: major errors or inaccuracies, but eventually verified	11	11	10	33	--
"F" CITATIONS: material which apparently does not exist	3	--	19	--	--
Totals	100%	100%	100%	99%[b]	100%
Number of Requests	140	114	21	3	2

a. See text for a discussion of the system used for grading citations. "Type of Material" reflects actual type, not necessarily that implied by the original request. One ambiguous request has been arbitrarily classed as a serial, based on very sketchy impressions obtained from original patron.

b. Does not add to exactly 100% due to rounding.

- --"B" citations: those including major data elements but which might have omitted series titles, second authors, or other minor pieces of information, and/or those which contained minor inaccuracies--in general, these are "A" citations except that the originator has not been *compulsively* rigorous in following the code;

- --"C" citations: those which omit major data elements or contain inaccuracies which could be serious, but turn out to be easily and accurately searched--such cases typically omit dates of publication, which could cause serious problems of verification;

- --"D" citations: those which omit major data elements or which include errors so serious as to eliminate any reasonable expectation that they could be located in NYSILL (even though all such cases were eventually positively verified by Nelson Associates in the course of this study); and

- --"F" citations: those which are as bad as "D" citations in their lack of accuracy and in completeness and which, in addition, could not be verified in the course of this study despite extensive work with abstracts, indices, and other bibliographic tools.

Additional detail on the cases in the two "failure" categories is worth noting at this juncture. There were four "F" citations in this study. Three of these were for articles in serials, in which inspection of the indicated periodical proved that the piece simply was not present in the serial cited, and for which, in each case, considerable additional checking through abstracts, indices, and other issues of the serial failed to produce the article requested. The fourth "F" citation is probably a similar case, but here the citation was so bad that our ruling is based on conjecture and must be admitted to be somewhat arbitrary. In fairness, it was perfectly obvious to all librarians processing this particular case that the citation was poor; this was an instance where the system simply tried the request in the hope that it might work out (the citation, in full, is Cullen, P., *Ceramics Glass*). For complete details on this case, see the appendix.

A review of the "D" citations will underscore the fact that in this study a citation has to be quite poor before it is classed as a failure. The problems constitute a sort of chamber of horrors for the interlibrary loan librarian: a request which gives an existing--and incorrect--serial title, misspelled (but quite plausible) author's surnames, titles given with slight changes for monographs where the same author has written a variety of books on the same subject, cases where all bibliographic elements are left out except author and title (one of these turned out to be an article in a serial), a request under a pseudonym when the verification source cited gave the right author's name, and several citations which were simply collections of errors which in themselves might not have been serious, but taken as a whole made searching extremely unlikely to produce the desired material.

As is obvious from the rules of thumb outlined above, there is a very sharp distinction between the "D" and "F" citations and the others. "A" and "B" citations were generally handled fairly easily. "C" citations were somewhat difficult to verify but when the material was found the bibliographic elements usually turned out to be adequate, if not always complete. Some requests with perfect citations were very difficult to verify or locate in libraries simply because the material was itself of an unusual nature--which is one reason why good interlibrary loan work can be very time consuming. For example, one case which dealt with a Marist tract proved exceptionally troublesome simply because libraries have cataloged it in many different ways. The citation given was one of several which could have been judged "correct."

Table 4 gives the distribution of these citation grades for the sample of unfilled requests as a whole, and for each type of request within the sample. The percentages for government documents and technical reports have been kept separate to keep these tables consistent with other sections of the report and the appendix, but case bases here are small enough to require a warning about comparisons with other kinds of requests; the meaningful distinctions are those between monographs and serials. It is apparent that the major differences by type are for the "B" citations, which are much less likely to be related to serial requests than they are for monographs. Apparently the more complex nature of periodical citations contributes to high proportions of failures for requests with errors, even minor ones. Overall, 86 percent of the citations received a "passing" grade, and 67 percent contained only minor errors or no errors. This is an exceedingly good record, better than that of the requests sent to the major academic libraries in Thomson's study.[20]

Availability of the Requests

With the above information on source and citation of the requests in mind, we may now review the third major factor affecting judgments about each possible interlibrary loan: the actual availability of these requests in the NYSILL system. The data, based on the searches of all possible referral libraries plus a search of the State Library itself, are given in Table 5. Agains, percentages for government documents and technical reports must be treated with great caution; they are "true" for this particular sample, but are not conclusive in themselves for all such material in the NYSILL system.

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[20] In Thomson, *General Interlibrary Loan Services...*(op. cit.; see pp. 75-79, 241), the proportion coded "accurate" is roughly the same as the total percent "A", "B", or "C" in the present report; however, a more lenient rule for judgment was used by Thomson. Precise statistical comparisons between the two studies are difficult, because much of the discrimination among the "passing" "A", "B", and "C" citations in this study is not possible in Thomson; our conclusions are based, instead, on Dr. Thomson's personal participation in both projects and on her judgment that many "accurate" cases in her dissertation would have not met the "A" or "B" standards set forth here.

Table 5. Availability, by Type of Material[a]

Availability	All Types	Type of Material			
		Monograph	Serial	Gov't. Doc.	Tech. Rpt.
Nonexistent:					
Article not in serial	2%	--	14%	--	--
Not yet published	2	3%	--	--	--
Subtotal	4%	3%	14%	--	--
Not Available:	12%	11%	10%	--	100%
Not Lendable:					
Probable WNS	7%	7%	5%	--	--
Recent, Not Cataloged	4	4	--	--	--
In Heavy Demand	5	6	--	--	--
Subtotal	16%	17%	5%	--	--
Available at...					
One Library	11%	14%	--	--	--
Two Libraries	12	7	38%	33%	--
Three Libraries	14	12	19	33	--
Four Libraries	9	9	14	--	--
Five Libraries	7	8	--	33	
Six Libraries	6	7	--	--	--
Seven Libraries	5	6	--	--	--
Eight Libraries	1	2	--	--	--
Nine Libraries	3	4	--	--	--
Subtotal[b]	68%	69%	71%	100%	--
Grand Total	100%	100%	100%	100%	100%

[a] See text for definition of terms. Two requests with title changes counted as available; one ambiguous request coded as an unavailable serial; any combination of Brooklyn, Queens, or NYPL Circulation counts as one library.

Four percent of the sample--six requests--either were not in the serial cited or had not been published by the fall of 1968. Seventeen cases, or 12 percent of the sample, existed but were simply not held, insofar as we could determine, by any library in the network. One of these is the other case with an "F" citation, *Ceramics Glass*, and represents an informed guess on Nelson Associates' part. A review of these 17 cases will be provided later, when the study's implications for NYSILL collection developments are reviewed.

All of the remaining requests--117 cases--were held by one or more NYSILL participants or by the State Library. Of these, two were monograph requests which gave a slightly different title than the correct one, but existence of one, and only one, actual title (by direct inquiry to the publisher) established that the NYSILL holdings were, in fact, applicable. Twenty-one of these cases would probably not have been filled even if they had been routed (as indeed, some of them were) to a library holding the material:

--nine requests would have been, in our judgement, reported "WNS" (will not send) regardless of routing. These include one serial, the most recent report of the Bank for International Settlements; two books on the fine arts; and several reference works. The original referrals for these volumes produced a total of ten "WNS" reports, and in addition specific inquiries as to willingness to lend were initiated where needed.

--seven requests would have had very high probabilities of being in circulation at the time of the referral, and thus would have been reported NOS regardless of routing. We were more stringent in applying this type of judgement than is NYSILL itself. The manual states that two "in circulation" reports at any stages of the referral process is sufficient cause to cancel the request. Many such cases involve only the State Library and one other public library, and in view of Albany's responsibilities as a backup collection for all of New York, we judged the system's rule as too harsh. Nevertheless, several cases had experienced *three* NOS reports in the original NYSILL referral chain, or fewer NOS reports but ones covering all or most of the libraries holding the material. In such cases it is difficult to fault the network. These requests include popular works in the social sciences, an item dealing with occult literature, a classic historical reader, a self-help book, and a relatively rare treatise in math which was in circulation at the one NYSILL library which might reasonably have been expected to fill it.

--five requests experienced repeated NIL's in the original searches. When the same cases were searched at these "NIL" libraries for this study, consistent records of holdings were noted. Three of these had publication dates of 1968 and the other two were dated in 1967. In several of these cases it was possible to trace dates of acquisition, and it was positively determined that the materials had been acquired after the time of the original NYSILL referral (or so close to this date that the material had probably not been cataloged and shelved).

Allowing for the above requests, a total of 96 items could be identified which might have been lendable. Still included in this number are two requests with slight errors in titles. In both cases the request was for a book which might conceivably have existed under the erronious entry--e.g., several works by the same author were held in most NYSILL libraries with a variety of titles, all similar to the erronious one given by the citation. Since the only way to establish with certainty that the volumes which NYSILL libraries owned would, in fact, fill these requests was to initiate a direct inquiry with publishers, neither request is one which the network could be expected to fill, and the net number of potential loans is further reduced to a total of 94.

These available requests were held, in most cases, by several different libraries. Since a request held by either Brooklyn, the NYPL Circulation Libraries, or the Queens Borough Public Library could be tapped with a referral to Brooklyn alone, any combination of holdings among these three libraries was counted as one potential successful referral. Over the entire set of 96 cases which were both available and lendable, the odds of a "hit" (routing to a library which at least owns the material) are about one in five for a single round of referrals if the requests are simply sent to libraries chosen at random![21]

Where were these titles held? An examination of the case histories in the Appendix will show that 60 percent of the 140 cases were held by one or more of the public libraries in the system (although this counts holdings at Queens and the Circulation libraries, the bulk of this capability resides in libraries directly contracted to NYSILL). Almost 20 percent of the requests were not held by public libraries, but were available at one or more of the three university libraries in NYSILL. The New York Public Library Research Libraries held more than half of the 140 requests, including six titles not available anywhere else. Although the several specialized libraries held 32 percent of all these requests, only one title was found in these libraries which was not held elsewhere.

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[21] Calculated as follows: the total number of possible referrals (96 requests times 13 libraries, or 1,248), divided by the total number of possible "hits" (the referrals which would have worked: the number held by one library, plus twice the number held by two libraries, plus three times the number held by three libraries, etc., for a total of almost 250).

Adequacy of Handling: Errors at the Lending Library Level

After weeding out discrepancies between the original NYSILL searches and the results of the searches undertaken for this study, so that proper allowances would be made for late acquisitions, probable WNS's,"D" or "F" citations, and other kinds of misleading outcomes, we were left with a total of 27 disagreements between our searches and those originally undertaken by the referral libraries (or by the State Library itself). These appear to be genuine errors in searching. A check was made to see if any particular library was especially prone to be involved in these discrepancies; none was. Allowing for the total number of referrals to each institution, the error rate in searches throughout the system is about one in a hundred--certainly a respectable figure.

The 27 errors involved only 22 requests; several titles were inadequately searched at more than one library. Of these, one was also classed as a probable WNS, making errors moot. The case was then classed with those held but not available, rather than with those which might have been filled if there had not been processing mistakes. Another case was reported NOS--not on the shelves--when it was actually NIL (not owned: confirmed, by the way, through inquiries with the library staff). In itself this error might have been of no great importance, but as it happened the same request was also reported "NOS" at another library, leading to an erronious application of the state's rule of cancelling requests with two "in circulation" reports. The twenty-five remaining errors, linked in Table 6 with 20 of the requests, all involved a library's reporting a request NIL when, in fact, it owned the desired material.

Several cases in the study seem to involve a confusion on the part of searching librarians between requests for particular editions and the date of publication given in the imprint section of a citation. Libraries owning titles with dates different than the one cited might report the request as "NIL" even if no special edition was required. The interlibrary loan codes have been ambivalent on this point. Prior to 1968 they stated that one should say explicitly that any edition will suffice if this is what the borrower will accept. Since 1968 the policy has been reversed; it now provides for lending any edition (the most recent, if a choice exists) unless the borrower explicitly stipulates a need for a particular version. In both of these cases, the national policy was not precisely spelled out in the code but was reflected in the format of the ALA interlibrary loan form. The second practice--lending whatever is held unless a specific edition is asked for--is the one which has usually been followed in general interlibrary lending, in NYSILL practices, and in this study. We have treated all requests as fillable with any edition unless the borrower says otherwise. Several of the discrepancies we found in searches result from this ruling. If a citation asked for a book with an imprint date of 1960, did not stipulate any special edition, and was reported "NIL" by a library owning a 1955 edition of the book, this combination of events is treated here as a searching error.

The second section of Table 6 tests a hypothesis suggested by Dr. Thomson's dissertation: that libraries are more likely to handle a request carelessly when there is evidence of some kind of carelessness

Table 6. Discrepancies Between Nelson and NYSILL Searches, for 22 of the 140 Unfilled Items

A. Types of Discrepancies, by Citations; by Number of Referrals[a]

Discrepancies	Number of Citations	Number of Referrals
Reported NIL, but in Catalog	20	25
Reported NIL, in the Catalog, but Moot: Probable WNS	1	1
Reported NOS; actually NIL	1	1
Total	22	27

B. Discrepancies by Type of Material and Quality of Citation

Quality of Citation[b]	Type of Material[b]	
	Monographs	Serials
"A" CITATIONS: complete and accurate	6	1
"B" CITATIONS: minor errors, but easily verified and searched	11	1
"C" CITATIONS: can be searched, but errors make verification difficult	3	-
Total	20	2

a. Each referral counts as a new case.

b. No cases which were government documents or technical reports involved search discrepancies, nor did any with "D" or "F" citations.

in the citation, however slight[22]--or, as she put it in the course of this study, "Librarians, like the Lord, help them who help themselves." It is certainly possible that a busy librarian will feel somewhat less obligated to give a request great care in handling when it is obvious that the originator did not care enough to do a good job of citing. The data in Table 6 tends to bear out this notion. Less than perfect citations account for 70 percent of the cases with searching errors; in the sample as a whole the comparable figure is 64 percent. The differences are somewhat greater than these data suggest, because many of the "D" and "F" citations appear to be correct, the problems showing up only after verification is completed. The best test of Thomson's hypothesis would be a comparison of handling among requests which *seem* to be good or bad to a librarian who has not had the opportunity to actually verify existence of the material.

Adequacy of Handling: "Dark Horse" Requests

Where were these requests referred? The 140 cases in this study generated almost twice that many referrals. Of these, 12 percent involved public libraries; 18 percent involved university libraries; three percent were sent to the New York Public Library Research Libraries; and seven percent were sent to one of the specialized libraries. More important, many requests were referred *only* to public libraries or *only* to universities, rather than trying both.

As we have seen, some of these requests were not lendable. Table 7 provides a recapitulation of the requests in the sample; note that those "not available" include the two requests with title changes which we could not expect NYSILL to be able to identify as erronious citations. The remaining 94 items held by NYSILL have been further divided into those which received adequate handling (e.g., they were routed correctly and no libraries receiving the requests made errors in searching them), for a total of 26 cases, and those which experienced either library errors or mistakes in routing. Note that the 11 "D" citations which seemed to be available have been included with the error-free group; in fact, several of these could be said to have been misrouted, but to so classify them for this study would be moot and would require excessive second-guessing of NYSILL personnel on Nelson Associates' part, as explained in Section I. These 26 cases, therefore, represent a type of "dark horse" request: they are held by NYSILL and we have judged them available for loan, but we cannot suggest any reasonably straightforward procedures which would have resulted in filling these items in 1968. These cases include the following kinds of requests:

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[22] *General Interlibrary Loan Services...*, op. cit., pp. 79-82, 121-130.

Table 7. Handling of Unfilled Requests, by Quality of Citation (Nelson Associates Summary Judgements)[a]

Handling	All Items	Quality of Citations:				
		A	B	C	D	F
Not Available for Loans in NYSILL						
Nonexistent--article not in serial	3	-	-	-	-	3
Title Change	2	-	-	-	2	-
Never Published[b]	3	3	-	-	-	-
Not Held in NYSILL Libraries	17	7	5	4	-	1
Held, but Probably WNS (Will Not Send)	9	6	3	-	-	-
Held, but Probably NOS (in circulation)	7	1	4	1	1	-
Held, but Probably Not Yet Cataloged	5	-	2	2	1	-
Subtotal	46	17	14	7	4	4
Available for Loan, Adequate Handling	26	3	6	6	11	-
Available for Loan, Inadequate Handling	68	31	24	13	-	-
Total	140	51	44	26	15	4

a. See text for definition of terms and discussion. See Table 8 for a breakdown of items which received "inadequate handling."

b. Note that all three "never published" cases were graded "A" on citations by Nelson Associates; these are examples of our general rule of giving librarians the benefit of the doubt when considering errors which were quite beyond the control of the profession. All three citations could be found in bibliographic references such as *Books in Print* (even though they did not, in fact, exist) and in all three cases the request faithfully reproduced these citations.

--several books in the fine arts, a field for which no subject routing existed in 1968, although the new NYSILL guidelines correct this oversight;

--several books in occult literature (on mediums and communication with the dead, palmistry, and graphology), for which no subject routing exists;

--two popular histories of World War II, one a paperback imprint, both held only at public libraries;

--a number of instances of very badly garbled citations, including wrong titles, serial requests which looked like monograph requests, and a badly cited government document;

--a novel, two hobby books (one very rarely held), a piece of children's literature, an Arco book on plainclothes policemen, and a guide to the college board examinations in math--none of which are eligible, strictly speaking, for referral in the first place without explanatory notes;

--a book with a title change, in this case a valid one, but one which NYSILL librarians could not have known about without further verification; and

--several requests which were held at three or four libraries, were reported WNS at the appropriate subject center, and tried again, so that success was dependent on good luck--in one case, the WNS code was a minor error, the material actually having been sent to the bindery.

These cases do not represent the only kind of "dark horse" request in this study, as we will see when the data is reviewed for the following section on requests which did experience routing problems.

Adequacy of Handling: Errors at the System Level

We now turn to Table 8, which provides data on cases which did experience routing errors--e.g., were never referred to appropriate libraries. The first section of the table is devoted to cases where correction of errors would have made a difference in outcomes. There are 53 such requests in the study--all of those with errors at the individual library level, reviewed above, plus 32 additional cases which were simply misrouted. Twenty-seven of these involved premature cancellation of a request: one referral only where two referrals seemed plausible, or two referrals without sending the request to an appropriate subject library. In another five cases, the request was sent to a subject library, but not the one designated by NYSILL's division of referral responsibilities (none of these citations happened to provide

Table 8. Breakdown of Cases Receiving "Inadequate Handling"

A. Handling Problems, by Type of Material Requested[a]

Applicable Problems	All Cases	Monographs	Serials	Gov't Doc.
Correction Judged Likely to have Resulted in a Filled Request:				
Error in Reporting (NOS when actually NIL), leading to premature refusal to refer	1	1	-	-
Error in Reporting: NIL when actually in library	6	6	-	-
Error in Reporting: NIL when actually in library--plus premature cancellation	2	1	1	-
Error in Reporting: NIL when actually in library--plus failure to refer to subject library	2	1	1	-
Error in Reporting: NIL when actually in library--plus both premature cancellation and failure to send to subject lib.	10	10[b]	-	-
No error, but premature cancellation	10	8	1	1
No error, but failure to refer to subject library	5	4	-	1
No error, but both premature cancellation and failure to send to subject library	17	14	3	-
Subtotal:	53	45	6	2

(continued)

Continuation of Table 8 Section A (Handling Problems)

Applicable Problems	All Cases	Monographs	Serials	Gov't Doc.
Correction Judged Unlikely to have Resulted in a Filled Request:				
Premature cancellation	7	4	3	-
Failure to refer to subject library	4	2	2	-
Both premature cancellation and failure to refer to subject library	4	4	-	-
Subtotal:	15	10	5	-
Total	68	55	11	2

B. Overall Incidence of Particular Problems, and Probable Effects

Type of Problem	Total Number of Occurences	Percent Probable Fill
Reporting Errors	21	100%
Premature Cancellation	51	76
Failure to Refer to Subject Library	42	79

a. Technical reports do not appear in this table; none of the ones in this sample of unfilled requests were available in NYSILL.

b. One case would have been filled only if error had not occured. In all other ambiguous cases either correction of errors/or different handling by the system would have been likely to generate a filled loan.

routings based on union lists--which, if this information had been supplied by the borrower, would have explained apparent misrouting). In our view, correction of these errors would have been likely to result in filled requests.

The second portion of the table returns to the phenomena of the "dark horse" request, the item which required good luck, as much as anything else, if it was to be filled. There are 15 such cases, all involving some kind of routing error (mistakes in searching by lending libraries all implied the potential for a filled loan, so such errors do not fall into this portion of the table). When these cases are compared to the analogous figures in the section of the table dealing with potential successes, it becomes possible to estimate the seriousness of each type of handling problem. This has been carried out in the final section of Table 8. As we know from previous discussion, there were a total of 27 searching errors in libraries, affecting 21 of the requests.[23] If these errors had not occured, we feel all 21 items would probably have been filled. Similarly, 51 requests might have been filled if the referral process had been allowed to continue (in no case have we felt that third referrals should have been carried out--unless, of course, nonsensical routing rendered a prior referral equivalent to no referral at all). And in 42 cases, requests appeared to be appropriate for referral to particular subject libraries, referrals which were never attempted; if they had been, we judge that 79 percent of these would have been filled. We have concluded that the two kinds of system routing problems of premature cancellation and failure to route to subject libraries should receive more attention than the occasional searching mistakes, because they are easier to correct and affect many more cases.

Summary

The breakdown of errors, above, completes the allocation of all 140 cases in the sample. A final summary table has been devised (Table 9) which breaks down the requests into the various kinds of judgments which seem most applicable. As we have seen, 18 percent of the requests would not have been filled, because they were nonexistent, because the citation asked for a title which, although in fact wrong, might have been a correct citation of a book not held by the library (as far as the referral librarian could tell), or because they were simply not held in the system. Another 15 percent of the sample was held but did not seem to be lendable, due to probable WNS's, NOS's, or delays caused by technical processing of recently acquired materials.

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[23] One of the 22 requests in Table 6 was grouped, in our final classification, with the cases which were probable WNS's.

Table 9: Recapitulation of Analysis of 140 Unfilled NYSILL Requests

Judgement	Number	Percent
Requests Which Probably Could Not Have Been Filled:		
Nonexistence: article not in serial	3	2%
Available Only Under Different Title	2	1
Not Published at Time of Referral	3	2
Not Held in NYSILL Libraries	17	12
Subtotal: All Unavailable	25	18%[a]
Held in NYSILL, but not Lendable:		
Probable WNS	9	6%
Probable NOS	7	5
Probably not cataloged	5	4
Subtotal: Not Loanable	21	15%
Subtotal: Probable Unfillable	46	33%
Requests Which Were Available and Received Adequate Handling:	26	19%
Requests Which Were Available but did not Receive Adequate Handling:		
Correction Would Probably Not Have Filled Request:	15	11%
Correction Probably Would Have Filled Request:	53	38%
Grand Total:	140	100%[a]

a. Totals may not add to exactly 100% due to rounding.

Nineteen percent of the sample, or 26 requests, were pure "dark horse" requests: held, available for loan, and processed without errors, but probably only fillable through good luck in referrals. Another eleven percent of the requests were also "dark horses"--they satisfied all of the conditions listed above except that these did experience problems in routing, but even if these cases had been correctly routed by NYSILL's own subject standards, they would probably not have been filled. The remaining requests, 53 in all, were subjected to one or more kinds of processing mistakes and probably would have been filled if those mistakes had not been made. These items represent 38 percent of the sample as a whole; in addition, they comprise more than half of all the cases in the study which were actually available for loan.

III: IMPLICATIONS FOR THE NYSILL SYSTEM

In this third and final section of this report, the findings of the analysis of unfilled requests will be reviewed to uncover any possible implications these have for the operations of NYSILL and for the handling of interlibrary loans in general. We have already seen that the requests are generally typical of all NYSILL cases in terms of their patron status, type of originating library, and subject matter. The one notable difference was the presence in the sample of a fairly large number of foreign language items.

Improving the Quality of Citations

Overall, NYSILL citations in the sample are rather good. This is not to say that they cannot or should not be improved. The place to improve citations is at the borrowing library, which has access to the reader. Many librarians comment about the inadequacy of most library school training in handling interlibrary loans, so it would seem that NYSILL will have to rely, as it has in the past, on its own educational efforts in meetings, field visits, workshops, and publications. There are three documents which we feel would lend themselves as teaching tools for helping NYSILL librarians improve the quality of citations. The first, of course, is the NYSILL Manual, which as a matter of course is widely distributed among the libraries using the network. The second is the ALA Interlibrary Loan Procedure Manual, cited above. This will not help users deal with the special technical problems of using NYSILL. Instead, it will provide an invaluable supplement to the NYSILL Manual by providing fundamental instruction in general interlibrary loan practices, helping librarians understand *why* information is needed and how this may improve the chances of success. And the third potential tool consists of the case histories in this report, which can flesh out the lessons of the NYSILL and ALA manuals by providing concrete, documented examples of how and why things go wrong.

The critical need for better citations cannot be overstated. This study explores only one aspect of the price the system pays for incomplete, inaccurate, and garbled requests. The really severe costs are related to the terrific expenditure of time and effort which librarians at referral libraries must give in verification, searching, and reporting such requests, time which could be dramatically reduced if only borrowing libraries would supply good citations, or, in cases where an honest effort cannot achieve this goal, all the other available information at hand which might assist the person who has to make the search. As can be seen in the case histories, this kind of appended information could have made many of these requests much easier to search and fill; in addition, requests which went to the trouble of providing such data might well have received more careful treatment by referral librarians, simply out of appreciation for the fact that the originator did his best to assist the process.

Strengths and Weaknesses of the NYSILL Network

Seventeen of the cases in this study existed but were not held by any of the libraries in NYSILL. Should steps be take to add resources which would cover such items? We think not. Seven of these are fairly low-level items: a science-fiction novel, a work in children's literature, an outdated guide to auto repair (once held, but now missing, at Brooklyn), a guide to the Federal Aviation Agency examinations for airplane mechanics, a "how to be successful" book which, except for the particular edition requested, is widely held in NYSILL, a piece of occult literature, an outdated accounting workbook, and a volume on archery (NYSILL libraries hold several other books on the same topic by the same author).

The other ten cases represent subject areas in which the system has substantial capabilities. These ten titles are relatively obscure and may not be available for acquisition. The rule of thumb stated at the outset applies with only slight modification: "It is axiomatic... that no single [system of] institution[s] can possibly acquire all of the materials which its users might need." These cases include:

--a tract in Mariology, rare except in Catholic libraries;

--a book of poetry listed by the National Union Catalog as held only at Harvard and Brown Universities;

--an obscure serial in botany, long since ceased publication, said by its former publishers to be available at "most land-grant colleges" but not held at Cornell;

--*Ceramics Glass*, which we suspect refers to the English language version of the Finnish periodical *Keramiikka ja lasi*, which in turn is held at no NYSILL library and is not in the catalogs of the Library of Congress;

--an outdated supplementary guide for a textbook for retarded children;

--an English-language version of a minor essay written by Antoine de Saint-Exupery, available in NYSILL but only in French;

--a German essay on prayer, not held at the Union Theological Seminary or at any other NYSILL library; and

--both of the technical reports in the sample.

We cannot detect any pattern in this list which would suggest additional resource libraries which NYSILL might tap to any significant extent. In the case of the technical reports, Cornell, Columbia, New York University, and the Engineering Societies probably have the strongest collections of such literature in New York State. It would be difficult to improve such resources even if they are unable to handle these particular requests; technical reports are more frequently reported "NIL" than any other kind of library material.[24]

Steps could be taken to enable NYSILL to fill some of the items which were held but not lendable. A circulating collection of reference books, held by the State Library, could be sent to libraries for use on the premises, and would enable even the smallest public library to obtain access to such works as Cabeen's *Critical Biography of French Literature*, which is one of the requests in this study. The rule allowing cancellation of a request if it receives two "in circulation" reports should be modified to count NOS's at referral libraries only, excluding those at the State Library. Backup subject collections should be designed, where feasible, for all of the topics handled by Cornell University, so that the system will have a routing for current materials in these fields. Requests for the past three years should not be routed to Cornell.

The recent revision of NYSILL subject guidelines will correct a number of routing problems which have plagued NYSILL. Ambiguity in handling cases which deal with subfields of psychology and political science have been resolved. A referral library has been re-designated for fine arts, replacing the Metropolitan Museum of Art (which has not participated in the network since its first year of operation). Further revision in the guidelines is to be expected as libraries expand collections and further refine their knowledge of their ability to fill NYSILL requests; one additional modification which deserves consideration in the next round of modifications will be to provide designations for materials in business and commerce, and for libraries holding strong government document collections who are willing to lend. The Business Library at Brooklyn might serve well as a subject center for the former type of request.

The data clearly confirms the workability of an "indefinite routing"[25] interlibrary loan strategy, one which depends on the probability of success through referral to a library known to have strong holdings in a field but not necessarily known to possess the actual title requested. Indeed, if the subject guidelines had been followed for the cases where they were evidently ignored, almost 80 percent of those cases might have been filled. The improvement would extend to more of the requests under the revised NYSILL subject guidelines. The other major improvement which can be immediately put into practice is to allow at least two referrals for any request which goes beyond the State Library. Of course, there will be occasional cases where a second referral is clearly unlikely to result in success. But these should be the exceptions, rather than the rule.

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[24] *Interlibrary Loan Involving Academic Libraries...*, Op. Cit., p. 71.

[25] *Interlibrary Loan in New York State*, op. cit., pp. 190-193.

Finally, it is evident that NYSILL should be careful to avoid the excessive dependence on its public library resources which is shown by many of these requests. An inspection of the case histories underscores this propensity to have referred only to Brooklyn, Rochester, or Buffalo when a subject library might have been appropriate. The planned use of the NYPL Research Libraries as the "resource of last resort" will be a good corrective here.

Specifically, what practical rules of thumb in routing do our findings suggest? Given an initial decision to use the referral network, the first decision--and the most difficult one--has to be one of scholarliness. As this study shows, titles are not a reliable guide to the level of material desired. Yet inferences have got to be made as to the possible appropriateness of immediate referrals to a subject library. For serials, the new New York State union list will provide assistance. For some monographs, borrowers may also supply holdings information from NUC or other sources. For most monographs, however, the decision must remain a matter for judgement. We have seen that this judgment can certainly take account of the fit of a request to NYSILL subject guidelines--if it seems to fall into an area specifically served by one of the contracting libraries, the odds are good that it can be filled. Given initial judgments on level, then--and the State Library might seek ways to further improve the reliability of these--we can suggest three standard routing patterns which would acceptably route almost all NYSILL referrals:

--for lowest level requests --those which fit no subject specialities-- trials at two public libraries;

--for medium level requests--those which fit a subject specialty but still seem likely to be held at public libraries--an initial trial at Brooklyn, Rochester, or Buffalo, followed by one referral to a subject center; and

--for high level requests, two referrals to university or other research libraries, using subject routings but also using the NYPL Research Libraries as a routine second referral.

Not all referrals will be filled in this fashion; there will still be unavailable items and "dark horse" requests. But if such a procedure is carefully observed it will be difficult to fault the system's efforts.

Application of these suggestions will not drastically affect the overall success rates in NYSILL. At best, correction of all the problems which we feel the system could reasonably be expected to deal with would have raised the filling rate for the referral network in 1968 from 57 to 73 percent; in turn this would have raised overall performance from a 65 percent success rate to one of about 70 percent.[26] Such small improvements, however, will generate very large numbers of increases in the absolute volume of filled requests, simply because NYSILL is a very large system. Five percent of 100,000 requests is an improvement worth striving for. If citations can also be improved, the filling rate might rise still further, and the favorable impact of such gains on the workload of NYSILL librarians would be very significant. These, then, are the two major implications of this report for the system: the need to improve system handling, through closer application of the subject guidelines and allowing two referrals per request; and the need to improve citations, for the sake of librarians faced with the steadily increasing workload of NYSILL as well as for the purpose of increasing the proportion of filled requests.

A Postscript: What the Study did *not* Confirm

Before leaving the reader to whatever examination of the appendix which he or she may wish to undertake, we would like to call attention to some hypotheses about NYSILL requests which were ruled out by this study. When this project was begun, the investigators anticipated that materials might turn out not to be held by the system. This is obviously not the case. The system as it stands is very strong; improvements in it are more a matter of refining the procedures and skills involved in running the network than a matter of adding to its resources. There is a pointed lesson in this for planners of large-scale interlibrary cooperation programs: NYSILL has been called a success because a great deal of attention has been given to making it work, and because its supporters did not give up too soon, in the first months when the pilot project looked far from successful. With all due credit to such factors, however, the fact remains that New York State possesses extremely good library resources. There are only a handful of other states which could establish a similar service with any hope of success.

At the start of the study, it was suspected that many requests might turn out to be vague, secondhand citations of the "my colleague mentioned this book" variety. Again, this was not the case. The only three items which could be proved not to exist were the cases where articles did not appear as billed in serials. All three of these cases are relatively specific (even though incorrect) and, although we did not go so far as to talk to the original borrower, it is probable that his need was a precise one, appropriate for request on interlibrary loan. We did contact the borrower of the fourth "F" case; while she was unable to come up with a better citation (the original one was based on class notes which were two years old at the time of this study), she did recall that the item sought had been a specific article. Everything else in this study is a specific request, even those for materials which had not been published in 1968.

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[26] Ibid., p. 74.

We though that many requests might turn out to be for especially obscure or rare materials. This was not confirmed by the data. Some requests failed to be filled because of searching errors, but in general such errors are rare--an outcome which was not at all expected, because of the great volume of requests in the system. We expected to have to deal with a very large proportion of really bad citations. We did not have to do so. And finally, we anticipated that most really bad citations would not be verified--but most of them were. The only verification that counts, it seems, is the one you do yourself.

APPENDIX: CASE HISTORIES

NOTE: these 140 case studies of unfilled interlibrary loan requests are arranged so that they appear as they would to a searching NYSILL librarian: e.g., monograph requests are first, alphabetically by author; serial requests follow, alphabetically by serial title; and government documents and technical reports are grouped at the end.

The TWX messages appear in special type and are exact reproductions of the originals, including inconsistencies in layout, typos, and all inaccuracies and errors. Where corrections apply to the TWX message, these will be found in the text of the case studies. Other material is self-explanatory. The body of this report provides detailed discussions of the occasional references to peculiarities of the NYSILL network.

We have only included information on Nelson Associates' verification work where it was particularly pertinent. We have also made limited assumptions about time of availability and willingness to lend, based on accepted library practices and our knowledge of general procedures in individual NYSILL lending libraries.

MONOGRAPH REQUESTS

MYLS 11-78 F-19 910 S
ALLAN MABEL ESTHER
SWISS HOLIDAY
NY: VANGUARD ND
BIP 68
MIDDLEVILLE READING CENTER
MIDDLEVILLE NY 13406

Citation: The date, 1957, has been omitted. This may cause some difficulty in searching the request properly, especially where an author has written several books with similar names, as is the case here.

Special Data: The request initiated by a public library on behalf of a student. It was judged eligible for referral. However the request is for children's literature and, strictly speaking, is ineligible under NYSILL guidelines.

Referral History: The State Library reported the request NIL. It was referred to Pioneer Library System, who reported it NIL, and to Buffalo and Erie County Library who reported it NOS.

Network Holdings: Brooklyn Public Library's network could have turned up the request at Queens Borough Public Library and New York Public Library Circulation Libraries. It is also available at the Buffalo and Erie County Library.

Summary: The system handled the request well. The most likely sources for this kind of request are public libraries and the system did hit one of the two potentially successful referrals.

10-25-68
PLS 10-247-56 620 0
ALLEN, WALTER GAFTON BIRD
PISTOLS, RIFLES AND MACHINE GUNS
BORDEN, 1953, CALIF.
BIP 1967
PARMA P L
20 MAIN STREET
HILTON, N.Y. 14468

Citation: There is only one very trivial error here. The author's middle name should be Gofton, not Gafton.

Special Data: A nonacademic patron at a public library made the request. It was judged eligible for referral.

Referral History: The State Library, Buffalo and Erie County Library, and Brooklyn Public Library reported the request NIL.

Network Holdings: New York Public Library Research Libraries, Buffalo and Erie County Library, and, through Brooklyn, the Queens Borough Public Library, hold the request. The reason for Buffalo and Erie County Library's NIL report may have been the fact that they hold a British 1964 edition of this request. Nevertheless, as the borrower did not specify one edition only, it can be assumed that the Buffalo edition would have been acceptable. The NIL from Brooklyn Public Library, in spite of the holding at Queens, was probably due to a NOS, WNS, or possible error in searching at Queens. Only the Brooklyn results are reported back to the State Library.

Summary: The request was handled well. Two of the three potentially successful libraries were tried and neither worked.

MVLA 11-123   650 0
AMERICAN SOC. OF TOOL & ENGINEERS (GREVE, J.)
VALUE ENGINEERING IN MANUFACTURING
PRENTICE-HALL 1966
BIP
INTERLIBRARY LOAN, MOHAWK VALLEY LIBRARY ASSOCIATION
UNION STREET AND SEWARD PLACE
SCHENECTADY, N.Y. 12305

Citation: The full name of the society is the American Society of Tool and Manufacturing Engineers. The date is not 1966; it should be 1967. The place of publication is probably unnecessary for a major publisher. A series note, Manufacturing Engineering Series, is missing.

Special Data: A nonacademic patron at a public library made the request. It was judged eligible for referral.

Referral History: Both the State Library and New York University reported the request NIL.

Network Holdings: The Engineering Library at Columbia, Brooklyn Public Library, and the Engineering Societies Library hold the request.

Summary: We feel that every request with a workable citation deserves at least two referrals. Here there was an obvious second referral available, to the Engineering Societies, subject center for engineering and technology, the logical source for this kind of material.

RCLS 10-70-47 650 0
ASS'N OF AM SYSTEMS & PROCEDURES
BUSINESS SYSTEMS
SYSTEMS & PROCEDURES ASSN. 1966
CBI
SULLIVAN CO. COMM. COLLEGE
SOUTH FALLSBURG
NEW YORK 12779

Citation: The correct corporate author, which has been reversed in this TWX message, should read the Systems and Procedures Association. "Of America" was added in the original title of the organization, but this was dropped before 1966. It is curious that the borrowing library did not cite the author as it was given in the verification source they cite, particularly since the organization is correctly cited in the imprint. CBI, in which the request was verified, lists this item under "Systems and Procedures Association of America." The place of publication, Cleveland, has been omitted.

Special Data: The request originated at Sullivan County Community College on behalf of a professional or business patron. It was judged eligible for referral.

Referral History: The request was reported NIL at the State Library. It was referred to the Pioneer Library System and New York University, the subject center for economics monographs. Both reported it NIL.

Network Holdings: This request is held at the Business Library at Cornell Univeristy and at the Business Administration Library at New York University. Cornell, however, would not have loaned this request due to its policy of refusing to lend materials with a publication date within three years of the time of the request.

Summary: Our search shows that the request might have resulted in a loan from New York University. NYSILL has no subject center for business. After New York University gave their NIL report, the system had no other obvious referral.

RCLS 10-160-31 332.49 S
BACH, GEORGE L.
FEDERAL RESERVE POLICY MAKING
KNOPF 1950
CBI
SUFFERN FR. LIB.
MAPLE & WASHINGTON AVES.
SUFFERN, N.Y. 10901
DL 11-8-68

Citation: A subtitle, *A Study in Government Economic Policy Formation*, has been omitted, which is probably of little importance as it does not change the meaning of the title. The place of publication is probably unnecessary for a major publisher. There should be a hyphen between the words "Policy" and "Making."

Special Data: The request was initiated by a public library on behalf of a student. It was judged eligible for referral.

Referral History: The request was reported NOS at the State Library, NIL at the Pioneer Library System, and WNS at Brooklyn Public Library.

Network Holdings: Cornell University, Brooklyn Public Library, the Queens Borough Public Library, Columbia University, New York Public Library Research Libraries, New York University, Buffalo and Erie County Library, and the State Library hold the request.

Summary: The routing of the request shows excessive system dependence on public libraries. The subject center for monographs in economics, New York University, was a likely source for this kind of request and could have been tried instead of the second public library.

UNIO-32
BACHELIER, LOUIS
THEORIE DE LA SPECULATION
PARIS GAUTHIER-VILLARS 1900 S LC 300
UNION COL LIB
SCHENECTADY, NY 12308

Citation: It is accurate and complete. The book was issued originally as the author's thesis, Université de Paris.

Special Data: A student at Union College initiated the request. It was judged eligible for referral.

Referral History: The State Library, Buffalo and Erie County Library, and New York University all reported the request NIL.

Network Holdings: The request is held only at the Mathematics Library at Cornell University.

Summary: A referral might have been made to the subject center for mathematics, Columbia University.

RCLS 11-37-19 658 0
BARNARD, CHESTER IRVING
FUNCTIONS OF THE EXECUTIVE
HARVARD U. 1938
BIP
THRALL LIB.
ORCHARD ST.
MIDDLETOWN, N.Y. 10940

DL ASAP

Citation:	It is accurate and complete. The place of publication is probably unnecessary for a major publisher. This is evidently a very popular book and it has been reprinted just about every year since 1938.
Special Data:	A nonacademic patron at a public library made the request. It was judged eligible for referral.
Referral History:	The request was reported NOS at the State Library, at Pioneer Library System, and at Brooklyn Public Library.
Network Holdings:	New York Public Library Research Libraries, Columbia University, Brooklyn Public Library (and, through Brooklyn, the Queens Borough Public Library and the New York Public Library Circulation Libraries), Teachers College, New York University, Cornell University, Pioneer Library System, Buffalo and Erie County Library, and the State Library hold the request.

Summary:	We feel that the three NOS reports are sufficient to establish current popular demand, rendering the request ineligible for further referral.

PLS 11-182-33 615.82 0
BEARD, GERTRUDE & WOOD, E.C.
MASSAGE
PHIL., SAUNDERS, 1964
BIP 1968
DANSVILLE PUBLIC LIBRARY
DANSVILLE, N.Y. 14437

Citation: The surname of the second author, Elizabeth, has been initialized and a subtitle, *Principles and Techniques*, has been omitted. Both errors are trivial.

Special Data: The request was made by a nonacademic patron at a public library. It was judged eligible for referral.

Referral History: The request was reported NIL at the State Library, NOS at Buffalo and Erie County Library, and NIL at Pioneer Library System.

Network Holdings: Columbia University, New York Academy of Medicine, Pioneer Library System, Buffalo and Erie County Library, and State Library hold the request. Brooklyn Public Library might have supplied the request through Queens Borough Public Library. The NIL reports from the State Library and Pioneer Library System may be due to acquisition of the book after their search but before ours.

Summary: This request was misrouted. The New York Academy of Medicine would have been the appropriate referral choice, and owns the material.

RCLS 10-310-25 616.89 0
BELLAK, LEOPOLD
SCHIZOPHRENIA
GRUNE 1966
BIP
NEWBURGH FR. LIB.
100 GRAND ST.
NEWBURGH, N.Y. 12550

Citation: The word "Editor" should be added after the author's name. A subtitle, *A Review of the Syndrome*, is missing. The original date of publication was 1958 by Grune. There is also a 1958 edition from the Logos Press in New York.

Special Data: A nonacademic patron of a public library made the request. It was judged eligible for referral.

Referral History: The State Library, Pioneer Library System, and Brooklyn Public Library reported the request NIL.

Network Holdings: The Psychology Library at Columbia University, Teachers College, the Religious Education Section at Union Theological Seminary, New York Academy of Medicine, the Medical Library at New York University, the Queens Borough Public Library, Pioneer Library System, Cornell University, and the State Library hold the request. Both the State Library and Pioneer Library System reported the request NIL when, in fact, they both held 1958 editions. The request is dated 1966. However, the borrower did not specify "1966 edition only", and we think these libraries could have assumed that what they held would be acceptable.

Summary: The routing of the request shows excessive dependence on public libraries for specialized material. The subject center for psychology is New York Academy of Medicine and they would have been likely to carry this kind of request.

The original copy for the following request could not be retrieved for this study. The citation is taken from Nelson Associates'computer-based records for NYSILL.

BETTS, EMMETT ALBERT
HANDBOOK ON CORRECTIVE READING FOR THE AMERICAN ADVENTURE SERIES FOR
SLOW LEARNERS AND RETARDED READERS
AMERICAN BOOK COMPANY, 1953.

Citation: Since we don't have the original citation for this request, we have no way of knowing how good it was. The computer-based record contained a number of abbreviations which, if present in the original, would have make the title difficult to unravel.

Special Data: The request originated at the State Library's Education Division. The type of patron is unknown. It was judged ineligible for referral--which could result from patron status as well as from a judgment, unlikely in this case, that the material is inappropriate for NYSILL lending.

Referral History: The request was reported NIL at the State Library, Teachers College, and New York University.

Network Holdings: The request is unavailable in the system.

Summary: The request was handled well. Two good research libraries, including Teachers College, subject center for education, were tried. No more could reasonably be expected.

UN 10-52
BONILLA, FRANK & SILVA-MICHELENA, JOSE, ED.
STRATEGY OF RESEARCH ON SOCIAL POLICY
MIT 1967
F NUC 309
UNION COL LIB
SCHENECTADY,NY 12308

Citation: The second word of the title should be "for" instead of "of." A series note is missing. This is Volume One of *The Politics of Change in Venezuela*.

Special Data: The request was made by a faculty member at Union College. It was judged eligible for referral

Referral History: The request was reported NIL at the State Library and at New York University.

Network Holdings: The State Library, Buffalo and Erie County Library, Social Work Library at New York University, Brooklyn Public Library, the Queens Borough Public Library, and Columbia University hold the request. Cornell University also holds the request but, because they refuse to lend current imprints as a matter of policy, they would not have loaned it. Both libraries which reported the request NIL in October, 1968 were found to hold the request at the time of our search. Therefore, we assume that the request was not generally available at the time the request was made.

Summary: Although there was no obvious referral after New York University, subject center for monographs in both sociology and Latin American History, we feel another referral to a scholarly library could have been made. It seems to us that dropping the request after only one referral constitutes giving up too soon and we think that each workable request deserves two attempts to be filled.

UNII-320 300 F
BOWMAN, LE ROY
THE AMERICAN FUNERAL; A STUDY IN CREDIT EXTRAVAGANCE & SUBLIMITY
WASH D C PUBLIC AFFAIRS PRESS 1959
NUC 1958-62
UNION COL LIB
SCHENECTADY, NY 12308

Citation: The subtitle should read *A Study in Guilt, Extravagance, and Sublimity* rather than *Credit Extravagance and Sublimity*. The author's first name is one word, Leroy.

Special Data: The request was initiated by a faculty member at Union College. It was judged eligible for referral.

Referral History: The request was reported NOS at the State Library and Columbia University reported it NIL.

Network Holdings: The New York Public Library Research Libraries, Columbia University, Brooklyn Public Library, the Queens Borough Public Library, the New York Public Library Circulation Libraries, Union Theological Seminary, Cornell University, Pioneer Library System and Buffalo and Erie County Library and the State Library hold the request.

Summary: We believe that every request with a workable citation deserves at least two referrals. Here there was an obvious second referral to the subject center for monographs in sociology, New York University. Either NYU or one of the public libraries could have been tried.

STLS 10-4-2
BRADLEY, ROBERT 618. 0
HUSBAND-COACHED CHILDBIRTH
HARPER 1965
BIP
CORNING PUB. LIB.
CORNING 14830

Citation: It is accurate and complete. The missing place of publication is probably unnecessary for a major publisher.

Special Data: A nonacademic patron at a public library made the request. It was judged eligible for referral.

Referral History: The State Library reported the request NIL. It was referred to Pioneer Library System and Buffalo and Erie County Library. Both found it NOS.

Network Holdings: Columbia University, Brooklyn Public Library and, through Brooklyn, the Queens Borough Public Library and the New York Public Library Circulation Libraries, New York Academy of Medicine, Pioneer Library System, and Buffalo and Erie County Library hold the request.

Summary: The routing of the request shows excessive dependence on public libraries. The subject center for medicine, New York Academy of Medicine was not tried and could have been a successful referral.

4 CLS 11-34-16 (0) 016.84
CABEEN, DAVID C.
CRITICAL BIOG. OF FRENCH LIT.
EDELMAN, NATHAN, ED.
17TH CENTURY ATTITUDES TOWARD THE GOTHIC VOL. 3
SYRACUSE 1961 (IN 7 VOLS.)
MOORE MEMORIAL LIBRARY
GREENE, NY 13778

Citation: The title is not a *Critical Biography*. It is a *Critical Bibliography of French Literature*. Volume 3 is simply called *The 17th Century*. The term "Attitudes Toward the Gothic" appears nowhere in either the table of contents or the index. There are 4 volumes in the series, not 7.

Special Data: A nonacademic patron at a public library made the request. It was judged eligible for referral.

Referral History: The request was reported NIL at the State Library, WNS at Buffalo and Erie County Library and NIL at Pioneer Library System.

Network Holdings: New York Public Library Research Libraries, Columbia University, Teachers College, New York University, Cornell University, Buffalo and Erie County Library, the State Library, Brooklyn Public Library and their secondary interlibrary loan sources Queens Borough Public Library and New York Public Library Circulation Libraries hold the request. Many of the libraries specifically designate the request as reference and it is unlikely that any of them would send it. This appears to be a standard bibliographic reference work.

Summary: The State Library might have discovered the nature of the request from its own catalogs, as our search shows that they do hold the request. As it was referred, a logical referral which was not tried was the subject center for French Literature, Columbia University.

MVLA 10-45 0
CALATCHI, ROBERT DE 745 (0)
ORIENTAL CARPETS
TUTTLE 1967
BIP
INTERLIBRARY LOAN, MOHAWK VALLEY LIBRARY ASSOCIATION
UNION STREET AND SEWARD PLACE
SCHENECTADY, N.Y. 12305

Citation: This book was originally written in French under the title *Tapis d'Oriente*. The edition specified here was translated to English by Valerie Howard. The place of publication, Rutland, Vermont, has been omitted.

Special Data: A nonacademic patron at a public library made the request. It was judged eligible for referral.

Referral History: The request was reported NIL at the State Library, Buffalo and Erie County Library, and Brooklyn Public Library.

Network Holdings: At the time of our search the request was available at New York Public Library Research Libraries, Columbia University, Brooklyn Public Library, New York Public Library Circulation Libraries, the Fine Arts Library at Cornell University, Pioneer Library System, Buffalo and Erie County Library and the State Library. Since all three libraries which were queried at the time of the request hold the book now but did not then, we assume that the book was not generally available at the time of the study.

Summary: The system handled the request well. At the time of the study there was no NYSILL subject center for Fine Arts; thus no subject center could be tried. The new guidelines do establish Cornell as the center for routing Fine Arts materials.

MVLA 10-235 610 0
CALLAHAN, SIDNEY
BEYOND BIRTH CONTROL
SHEED 1968
FCS SEPT. '68
INTERLIBRARY LOAN, MOHAWK VALLEY LIBRARY ASSOCIATION
UNION STREET AND SEWARD PLACE
SCHENECTADY, N.Y. 12305

Citation: A subtitle is missing. In this case the omission was important. The inclusion of the full title, *Beyond Birth Control: The Christian Experience of Sex*, clarifies the subject and would have suggested a different and possibly more successful routing of the request.

Special Data: A nonacademic patron at a public library made the request. It was judged eligible for referral.

Referral History: The request was reported NIL at the State Library, NIL at Buffalo and Erie County Library, and NOS at Pioneer Library System.

Network Holdings: Columbia University, Brooklyn Public Library, Queens Borough Public Library, the New York Public Library Circulation Libraries, Union Theological Seminary, New York University, and Pioneer Library System hold the request.

Summary: Without the subtitle the routing for the request is not clear. With the subtitle, Union Theological Seminary was a fairly obvious choice for referral.

CLAR 10-30
CASTELLAN, GILBERT W.
PHYSICAL CHEMISTRY
CA,BRIDGE, ADDISON WESLEY 1964
VERIFIED IN BIP 1967
CLARKSON TECH
POTSEDAM, N.Y. 13676

Citation:	The place of publication is not Cambridge but Reading, Mass.
Special Data:	The request originated at Clarkson Technical College. It was judged eligible for referral. However, the request is a textbook, and NYSILL guidelines warn against referring current textbooks.
Referral History:	The State Library reported the request NIL. It was referred to Buffalo and Erie County Library where it was NIL and to Cornell, subject center for chemistry, where it was reported WNS. The WNS report was probably received because the book may have been on reserve for a course reading list.
Network Holdings:	New York Public Library Research Libraries, Columbia University, New York University, Cornell University, and the Pioneer Library System hold the request. A referral to Brooklyn Public Library might also have been successful as Queens Borough Public Library and New York Public Library Circulation Libraries, Brooklyn's secondary sources for interlibrary loan material, hold this item.

Summary:	The system handled the request well.

MYLS 10-186 F-12   370   F
CASTETTER WILLIAM B
ADMINISTERING THE SCHOOL PERSONNEL PROGRAM
NY: MACMILLAN 1962
CBI 61-62
FRANKFORT FREE LIB
FRANKFORT ST FRANKFORT NY 13340

Citation:	It is accurate and complete.
Special Data:	The request was initiated by a public library in behalf of a faculty member. It was judged eligible for referral.
Referral History:	The State Library reported the request NIL. It was referred to Teachers College. There it was reported WNS.
Network Holdings:	The request was available at Brooklyn Public Library (and, through Brooklyn, at Queens Borough Public Library and New York Public Library Circulation Libraries), Teachers College, New York University, Cornell University, Pioneer Library System, Buffalo and Erie County Library, and the State Library.

Summary: There is a discrepancy between our search and that of the State Library. Albany might have been able to fill the request without any referrals at all. Since it was referred, we believe that it should have been given two trials. Although there is no obvious choice after the unsuccessful referral to Teachers College, another attempt could have been made to one of the universities.

STLS 11-12-36 129 0
CERMINARA, GINA
MANY MANSIONS: REINCARNATION
WEKMAN 1950
BIP
DAVID A. HOWE PUB.
WELLSVILLE 14895

Citation: The word "Reincarnation" is not part of the title, but is the subject classification. It may have been added here in an attempt to clarify the request and improve the routing. The publisher is not Wekman; it should be Sloane.

Special Data: A nonacademic patron at a public library made the request. It was judged eligible for referral.

Referral History: The State Library, Pioneer Library System, and Brooklyn Public Library reported the request NOS.

Network Holdings: New York Public Library Research Libraries, Brooklyn Public Library, Queens Borough Public Library, New York Public Library Circulation Libraries, Union Theological Seminary, Pioneer Library System, Buffalo and Erie County Library, and the State Library hold the request.

Summary: NYSILL provides no guidelines for routing occult literature. The request might have been referred to Union Theological Seminary, subject center for religion, but it is not necessarily the kind of material held by the Seminary. In any case the three NOS reports establish current demand for the request, placing it beyond the scope of NYSILL.

UNIO-252 821 S
CHAUCER, GEOFFREY
THE CANTERBURY TALES TRANSLATED INTO MODERN ENGLISH BY NEVILL COGHILL
LONDON FOLIO SOCIETY 1956
NUC 1953-57
UNION COL LIB
SCHENECTADY, NY 12308
AVAILABLE AT NEW YORK PUBLIC

Citation: It is essentially accurate and complete. It might have been noted that there are two volumes. There is also an earlier and presumably less elegant edition from Penguin, 1952, 1958, and 1962.

Special Data: A student at Union College made the request. It was judged eligible for referral.

Referral History: The State Library and New York Public Library Research Libraries reported the request NOS.

Network Holdings: New York Public Library Research Libraries, Columbia University, Brooklyn Public Library, Queens Borough Public Library, New York Public Library Circulation Libraries, New York University, Cornell University, Pioneer Library System, Buffalo and Erie County Library, and the State Library hold the request.

Summary: Although NYSILL guidelines state that any two NOS reports are sufficient to establish current popular demand, thus rendering the request ineligible for further referral, we feel that "in circulation" results at the State Library should not be counted in applying this rule. Furthermore, we believe that every request with a workable citation deserves at least two referrals. Another referral possibility was NYU, subject center for monographs in English Literature.

PLS 11-42-94 P
COLE, MICHAEL & MALTZMAN, IRVING
A HANDBOOK OF CONTEMPORY SOVIET PSYCHOLOGY
BASIC BOOKS, INC. PUBLISHESR, N.Y. OCT., 1968
BROCHURE FROM BASIC BOOKS, INC.
EASTMAN KODAK BUSINESS LIBRARY
343 STATE STREET
ROCHESTER, N.Y. 14650

Citation: There is one trivial typographical error here (the word "Publishesr" should read "Publishers").

Special Data: A professional or business patron at the Eastman Kodak Business Library made the request. It was judged eligible for referral.

Referral History: The State Library reported the request NIL. Buffalo and Erie County Library reported it NOS. Brooklyn Public Library reported it NIL.

Network Holdings: Our search turned up this request at New York Public Library Research Libraries, Columbia University, New York University, Cornell University, Buffalo and Erie County Library, and the State Library. Every library catalog indicated 1969 as the publication date. We surmise that the Oct., 1968 date given in the "Brochure from Basic Books" was probably optimistic and the request was not in fact published until 1969. This would mean that it was not available at the time of the request. The NOS reports from Buffalo and Erie County Library was probably also optimistic and may have been due to preliminary cataloguing of books on order (staff at that library indicated that this can happen there).

Summary: We feel that a referral to a higher level library might have been attempted somewhere in the chain, either to New York Academy of Medicine, subject center for psychology, to New York University, subject center for monographs in sociology, or to Columbia University, subject center for Slavic materials. However, any referral would have been moot, as this material was almost certainly not available in early November 1968.

MYLS 10-46 F-32 730 0
COOK ROBERT M
GREEK PAINTED POTTERY REV ED
NY (METHUEN) BARNES & NOBLE 1966
BIP 67
JERVIS LIB ASSOC
613 N WASHINNGTON ST ROME NY 13440

Citation:	It is accurate and complete. The "Methuen" in parentheses refers to the London Methuen edition.
Special Data:	A nonacademic patron at a public library made the request. It was judged eligible for referral.
Referral History:	The State Library, Pioneer Library System and Brooklyn Public Library reported the request NIL.
Network Holdings:	Although five libraries might have supplied the 1960 edition, only Cornell held the requested revised edition. However, Cornell does not lend materials which are listed in Books in Print within three years of the time of the request and so would not have lent this request. For all practical purposes, then, the edition is unavailable in the system.

Summary:	NYSILL provided no guidelines for routing fine arts materials in 1968, although the revised guidelines suggest sending fine arts material to Cornell. In spite of the missing subject center, a higher level library might have been queried in trying to locate this request.

SUNY 11-240 810 F
COOLIDGE, CLARK
TWENTY POEMS
LINES BOOKS 1967
PAUL CARROLL, YOUNG AMERICAN POETS 1968
UNIV LIB ROOM 111
SUNY
1400 WASH. AVE.
ALBANY, NY 12203

Citation: It is cited exactly as it appears in the Carroll book. However, NUC lists only *Clark Coolidge: Poems* by this authur and this publisher in 1967. We attempted to find out whether Mr. Coolidge wrote two different books published in 1967, but our letter had received no reply at the time this study went to press. It is likely that the two titles refer to the same book.

Special Data: A faculty member at SUNY at Albany made the request. It was judged eligible for referral.

Referral History: The request was reported NIL at the State Library, Buffalo and Erie County Library, and Columbia University, subject center for American literature.

Network Holdings: No NYSILL library holds any of Clark Coolidge's books so the title question never presented itself. The National Union Catalog does list holdings at Harvard and Brown Universities.

Summary: The request was handled well, but it was simply impossible to locate within the system. NYSILL or the original borrower might have considered requesting the volume from Harvard.

MYLS 11-18 F-32 920 0
COULSON, JOHN
SAINTS: A CONCISE BIOGRAPHICAL DICTIONARY
NY: HAWTHORN 1958
CBI 57-58
JERVIS LIB ASSOC
613 N. WASHINGTON ST ROME NY 13440

Citation:	It is accurate and complete. There is also a British edition, London: Burns and Oates, 1958, which is held at several libraries.
Special Data:	A nonacademic patron at a public library made the request. It was judged eligible for referral.
Referral History:	The request was reported NIL at the State Library and WNS at Pioneer Library System and Brooklyn Public Library.
Network Holdings:	New York Public Library Research Libraries, Columbia University, Brooklyn Public Library, Queens Borough Public Library, New York Public Library Circulation Libraries, Union Theological Seminary, the Engineering Library (!), the main library at Cornell University, the Pioneer Library System, and the Buffalo and Erie County Library hold the volume. Many of these libraries specifically designate the request as reference. As a standard reference work, it is unlikely that any of them would have been willing to lend this material.

Summary:	The system generally handled the request well. A referral to Union Theological Seminary, subject center for religion, might have been considered but the two WNS reports seem to establish the fact that this is reference material. The borrower probably would have been more successful if he had requested a photocopy of whatever specific section of the book he wished to examine.

PLS 10-187-35   739   0
CROSBY, EVERETT
THE SPOON PRIMER
INGUIRER & MORROW PRESS 1941
NANTUCKET, MASS.
LC 1943
LIMA P L
BOX 193
LIMA, N.Y. 14485

Citation:	It is accurate and complete.
Special Data:	A nonacademic patron at a public library made the request. It was judged eligible for referral.
Referral History:	The State Library, Buffalo and Erie County Library and Brooklyn Public Library reported the request NIL.
Network Holdings:	New York Public Library Research Libraries holds the request as given. However both Brooklyn Public Library and Buffalo and Erie County Library hold a collection of works by Everett Crosby which includes *The Spoon Primer*. The collection is entitled *95% Perfect*, Nantucket, Mass.: Tetaukimo Press, 1953. This information could only be found on the catalog card for *95% Perfect*. Neither library gave a separate listing to *The Spoon Primer* and there was no particular reason for searchers to know that *The Spoon Primer* could have been found anywhere except as a separate listing.

Summary:	The system did all that could have been expected of it.

MHL 11-162-13
CULLEN, P. 738 0
CERAMICS GLASS
CANNOT VERIFY
HUDSON AREA ASSO. LIB.
HUDSON, N.Y. 12534

Citation: It is obviously incomplete. We attempted to verify it in the National Union Catalog, 1942 to date; CBI, 1928-1968; Readers Guide to Periodical Literature 1939-1968; Art Index, 1929-1968; Handicraft Index, 1936-1961; Industrial Arts Index, 1961-1967; and Ceramics Abstracts, 1932-1968. In addition, the following libraries were queried on possible holdings or other data with respect to this request: the Corning Glass Works Technical Library and the Corning Museum of Glass Library, the Alfred University College of Ceramics Library, the library of the American Ceramics Society in Columbus, Ohio, and the Ceramics and Glass Technical Library at PPG Industries, Pittsburgh. None of these libraries had ever heard of anything by this title and/or by this author, although one librarian did say that somewhere she had heard of a Finnish periodical with the title *Ceramics and Glass*. This lead was checked at the Library of Congress and elsewhere, with no luck until we happened to mention the case in passing to one of the staff people at Cornell. He checked it in Ulrich's and found it entered as *Keramiikka ja lasi*, published by Arbia, the design subsidiary of the Finnish corporation Wartsila, in separate Dutch, German, English, and Finnish editions. We then sent a Telex to Helsinki inquiring about any articles by a P. Cullen, issues of this periodical apparently being available only through private subscription or at Finnish trade centers (as a minor irony, it turned out that a Nelson Associates staff member owned a copy). No reply to the telex had been received at the time this study went to press. Another conceivable possibility is that this request refers to Peter McMillan, *Glass-Ceramics* (London: Academic Press, 1964), and that the citation simply got garbled by the borrower (see below).

Special Data: We traced the patron through the borrowing library and discovered that she is a professional employee of the Hudson Training School for Girls. During the Summer of 1968 she took a course in glass blowing at the Haystack School in Maine. Her instructor, an Englishman named Herman, mentioned a reference in a lecture which she transcribed in her notes as "P. Cullen, Ceramics Glass," and this note was the source of the interlibrary loan request.

Referral History: It was reported NIL at the State Library, the Pioneer Library System, and the Brooklyn Public Library.

Network Holdings: No NYSILL library holds the serial traced above.

RCLS 10-130-38   301   0
DEKTLER, ROBERT A.
THE URBAN R'S
PRAEGER 1967
BIP
ALBERT WISNER MEM. LIB.
WARWICK, N.Y. 10990

Citation: The author's name, given here as Dektler, should be Dentler. Ordinarily this would be enough of an error to throw off a search. But this particular book was recent enough, topical enough, and popular enough so that it is still identifiable, as demonstrated by the NOS rather than NIL reports received from two libraries. Since Robert Dentler was only the first author, others are omitted on the citation. The subtitle, *Race Relations as the Problem in Urban Education*, has been omitted and would have supplied a guide to routing the request.

Special Data: A nonacademic patron from a public library made the request. It was judged eligible for referral.

Referral History: The State Library reported the request NIL. It was referred to Brooklyn Public Library and Buffalo and Erie County Library. Both reported it NOS.

Network Holdings: Columbia University, Brooklyn Public Library, Queens Borough Public Library, New York Public Library Circulation Libraries, Teachers College, Union Theological Seminary, New York University, Pioneer Library Syste, Buffalo and Erie County Library, and the State Library hold the request. Cornell University also holds the request but, due to their policy of not lending materials with a publication date within three years of the time of the request, would not have loaned it.

Summary: Had it not been for the misspelling in the citation the request might have been filled at the State Library. However, it was referred and two NOS reports received from two public libraries. Quite possibly this book was simply in very heavy demand at the time of referral.

STLS 10-143-4 636.7 0
DENLINGER, MILO GRANGE
COMPLETE COLLIE
HOWELL
BK. HOUSE '62
CBI 61-62
ADDISON PUB. LIB.
ADDISON 14801

Citation: The 1962 date given here is for a late edition of the request. It was originally published in 1946 by Denlinger's Publishing Company.

Special Data: A nonacademic patron at a public library initiated the request. It was judged eligible for referral.

Referral History: The request was reported NIL at the State Library, NOS at the Pioneer Library System and NIL at Buffalo and Erie County Library.

Network Holdings: The request is held by New York Public Library Research Libraries, Brooklyn Public Library, Queens Borough Public Library, New York Public Library Circulation Libraries, Pioneer Library System, Buffalo and Erie County Library, and the State Library. In short, all the public libraries own this book.

Summary: We are at a loss to explain the discrepancies between our searches and those of the State Library and Buffalo and Erie County Library. The request is too old to assume that it has been acquired between their searches and ours. There exists the possibility of missearches which may have contributed to the failure to fill the request, or of lost copies which fail to be picked up in shelf lists or catalog revisions.

R
PLS 11-272-5
DUFF, CHARLES
HANDBOOK ON HANGING
LONDON, COYME PR. 1928; BOSTON, HALE CUSHMAN & FLINT 1929; LONDON, JOHN
LANE 1938
LC 1943
PITTSFORD COMMUNITY LIBRARY
21 NORTH MAIN ST
PITTSFORD, N.Y. L4534
343 0

Citation: It is accurate and complete. There are several other editions available throughout the system (London: Freedom Press, 1948; London: Putnam, 1961; London: Richards and Sainsbury, 1928). In addition there is a *New Handbook* published in London in 1954. However, this could not be accepted as a substitute for filling the original request.

Special Data: A nonacademic patron at a public library made the request. It was judged eligible for referral.

Referral History: The State Library reported the request NIL and Buffalo and Erie County Library reported it NOS.

Network Holdings: New York Public Library Research Libraries, the Law Library at Columbia University, New York Academy of Medicine, New York University, Buffalo and Erie County Library and, through Brooklyn, Queens Borough Public Library, all hold the request.

Summary: We believe that any request with a workable citation deserves at least two referrals. Here two possible second referrals are available. Cornell University is the subject center for Anglo-American Law. And, since the request is literally about the art of hanging people, "For the edification and enjoyment of the entire family" as the lengthy subtitle asserts, the New York Academy of Medicine is another possible choice.

SUNY 11-270 810 F
DUNCAN, ROBERT E.
A BOOK OF RESEMBLANCES; POEMS: 1950-53
NEW HAVEN, WENNING 1966
NUC JAN-MAR. 1967 PT. 1 P. 608
UNIV LIB ROOM 111
SUNY
1400 WASH. AVE.
ALBANY, NY 12203

Citation: It is accurate and complete.

Special Data: A faculty member at SUNY Albany made the request. It was judged eligible for referral.

Referral History: The request was reported NIL at the State Library. It was referred to Buffalo and Erie County Library and Brooklyn Public Library. Both reported it NIL.

Network Holdings: Columbia University holds the request in a Special Collection.

Summary: The routing of the request reveals excessive system dependence on public libraries. A better second referral would have been Columbia University, NYSILL center for American Literature. However, the Columbia holdings are cataloged in special collections and might well be reported WNS. Columbia would also be reluctant to photocopy materials while the copyright restrictions are still applicable.

MHL 11-362-13
EGAN, F. 364.4 0
PLAIN-CLOTHES MAN
ARCO '52
BIP
HUDSON AREA ASSO. LIB.
HUDSON, N.Y. 12534

Citation: The author's name is misspelled. The correct name is Egen, Capt. Frederick W. This is enough to throw off almost any search. The title should be all one word, *Plainclothesman*. A subtitle, *A Handbook of Vice and Gambling Investigation*, has been omitted. The date and publisher are mismatched. The 1952 edition was published by Greenberg in New York. The Arco editions were published in 1959 and 1963. We were not able to verify this request until we checked the Publishers' Trade List Annual, 1969, for the Arco listings.

Special Data: The request was made by a nonacademic patron at a public library. It was judged eligible for referral.

Referral History: The State Library, Pioneer Library System, and Brooklyn Public Library reported the request NIL.

Network Holdings: We researched Brooklyn Public Library and New York Public Library Research Libraries for the correct citation. Both held it; it is probably held at other NYSILL libraries.

Summary: The quality of the citation made the request very difficult to search and NYSILL handled it reasonably well.

SUNY 10-112 301 S
ELLIS, ALBERT
ART AND SCIENCE OF LOVE
STUART LYLE 1960 1ST ED
NUC 1958-62 V 13:377
UNIV LIB ROOM 111
SUNY
1400 WASHINGTON AVE
ALBANY NY 12203

Citation: The publisher's name has been switched around. It should read Lyle Stuart, not Stuart Lyle. Otherwise the citation is accurate.

Special Data: The request was made by a student at the State University at Albany. It was judged eligible for referral.

Referral History: The State Library and Buffalo and Erie County Library reported the request NIL. Brooklyn Public Library reported it NOS.

Network Holdings: New York Public Library Research Libraries, Brooklyn Public Library, New York Public Library Circulation Libraries, New York Academy of Medicine, New York University, and the State Library all hold the 1960 edition specified in the request. Other editions are widely held throughout NYSILL.

Summary: Our search shows that the State Library could have supplied the request without any referrals at all. If referral was necessary, a possible routing suggested by the title and author was the New York Academy of Medicine which was not tried. Another possible routing can be obtained from the Dewey Decimal number given on the TWX message. The request has been classified as sociology, suggesting referral to NYU, subject center for monographs in sociology. Either referral would have been successful and neither would have shown such heavy dependence on the public libraries.

SUBL 11-45 820 S
ERAMETSA, ERIK.
A STUDY OF THE WORD "SENTIMENTAL" AND OF OTHER LINGUISTIC CHARACTERISTICS OF EIGHTEENTH CENTURY SENTIMENTALISM IN ENGLAND.
HELSINKI, 1951.
VERIF; NUC '53-'57,V.7,P.317,C.1.AND NUCAT. DIV. REPORT.
SUNY AT BUFFALO, LOCKWOOD LIB. INTERLIBRARY LOANS,BUFFALO,N.Y. 14214
REMARKS: NUC LOCATIONS: NIC, NNC.

Citation:	it is accurate
Special Data:	The material was requested from SUNY-Buffalo for a student; it was judged eligible for referral.
Referral History:	The request was reported NIL at the State Library. It was then referred to New York University, the NYSILL subject center for monographs in English literature, where it was also NIL.
Network Holdings:	As the National Union Catalog indicates, both Columbia and Cornell hold this item. In addition, it is available at the New York Public Library Research Libraries.

Summary: The request was given up prematurely. The initial use of the NYSILL library with formal responsibility for this kind of material is reasonable enough; as this request shows, the NUC may not show all libraries possessing a given item. Once the request was reported NIL, however, a second referral to either of the two libraries suggested by the originator would have been in order.

NCLS 11-114-11 ADULT FICTION 0
FINNEY, JACK
BODY SNATCHERS
EYRE 1955
CBI 1953-1956
POTSDAM PUBLIC LIBRARY
POTSDAM, N.Y. 13676

Citation: it is complete and accurate. The publisher shown is British; Dell (paper) is the American source.

Special Data: This book was requested for a non-academic patron at a public library. The extra information needed for eligible requests was supplied, but a strict reading of the rules of the NYSILL system would suggest that this item is not, in fact, eligible for referral. It is a fiction request (specifically, for a science-fiction potboiler), and no message is appended to suggest that the material is needed for research purposes.

Referral History: The request was NIL at the State Library. It was referred to the Buffalo and Erie County Library and to the Pioneer Library System; in both cases it was NIL.

Network Holdings: This item is not held at any NYSILL library.

Summary: As transmitted (without some explanation of a research need), this request should not have been referred.

SNL 10-820-20
FITZROY, OLIVIA
WANDERING STAR
COLLINS '53
CBI
LIVINGSTON FREE LIB.
LIVINGSTON, N.Y. 12541
FORGOT CODE 300 0

Citation: The place of publication is Toronto. However this omission is relatively unimportant.

Special Data: The request was made by a nonacademic patron at a public library. It was judged eligible for referral. However this book is children's literature and, thus, strictly speaking, ineligible for referral in NYSILL.

Referral History: The State Library, Pioneer Library System, and Brooklyn Public Library reported the request NIL.

Network Holdings: The request is unavailable in the system.

Summary: The most likely sources for this kind of material, the public libraries, were tried but the request is unavailable in NYSILL.

WLS 10-244 FOR 40 658 0
FLEISHMAN, EDWIN A. COMP.
LEADERSHIP AND SUPERVISION IN INDUSTRY
OHIO STATE UNIV. 1955
CBI NUC 53-57
YONKERS P. L.
YONKERS, N.Y. 10701

Citation:	The subtitle, *An Evaluation of a Supervisory Training Program*, is missing, although the omission is probably trivial. A series note is also missing, Ohio State University Bureau of Educational Research Monographs #33.
Special Data:	A nonacademic patron at a public library initiated the request. It was judged eligible for referral.
Referral History:	Both the State Library and Teachers College reported the request WNS.
Network Holdings:	New York Public Library Research Libraries, Brooklyn Public Library, Queens Borough Public Library, Teachers College, New York University, Buffalo and Erie County Library, Cornell University, and the State Library hold the request.

Summary:	Although the request was handled well as far as it went, we feel that each request with a workable citation deserves at least two referrals. Here there was a logical second referral to New York University, subject center for economics monographs. The two WNS reports do not preclude another try.

PLS 10-117-40 301 0
FREEDMAN, RONALD, & OTHERS
PRINCIPLES OF SOCIOLOGY
NY., HOLT 1956
BIP 1967
GLEN FREE LIBRARY
CLYDE, NEW YORK 14433

Citation:	As given, it is complete and accurate. An earlier edition (1952) is available, which presumably would have sufficed to fill the request since no demand is made for a particular copy.
Special Data:	The book was requested by a public library for a non-academic patron. It was judged eligible for referral.
Referral History:	The request was reported NIL at the State Library. It was referred to the Buffalo and Erie County Library, where it was NIL, and to the Brooklyn Public Library, where it was also NIL.
Network Holdings:	New York University, the NYSILL subject center for sociological monographs, holds this item; it also holds the 1952 edition. Cornell University owns the item. Columbia University holds a copy of the 1952 version.

Summary:	This request was given up prematurely. Rather than make a second referral to an area library, a referral to a university library would have been appropriate. NYSILL guidelines warn against requests for textbooks, but this one is old enough to warrant the assumption that it is unlikely to be in heavy current demand.

The original TWX message for the following request could not be retrieved for this study. The citation was taken from Nelson Associates' computer-based records for NYSILL.

FUSS, PAUL HEINRICH VON
CORRESPONDENCE MATHEMATIQUE ET PHYSIQUE DE QUELQUES CELEBRE GEOMETRES
DU 18EME SIECLE
1843 PUBLIEE SUR LES AUSPICES DE L'ACADEMIE IMPERIALE DES SCIENCES
(ST. PETERSBOURG) 2 VOLS.

Citation: Since we don't have the original citation for this request, we have no way of knowing how good it was. It is possible that the original was garbled and corrected by Nelson Associates' coder for the 1968 study, who happened to be fluent in French, German, and Russian. The computer record itself stands as a fairly good citation.

Special Data: A faculty member made the request through a public library. It was judged eligible for referral.

Referral History: The State Library reported it NIL. It was referred to Columbia University, subject center for mathematics, where it was reported NOS.

Network Holdings: The Engineering Societies Library, Columbia University, and Cornell University hold the request. New York Public Library Research Libraries hold a 1968 reprint which may not have been available at the time of the request.

Summary: Although there was no obvious referral after Columbia, another library might have been tried as a second referral. We believe that every request with a workable citation deserves at least two referrals.

4 CLS 10-63-42 (0)
GAYLIN, EVELYN
DOLL REPAIR
NV
HUNTINGTON MEMORIAL LIBRARY
ONEONTA, NY 13820

Citation: Half of the title, the place of publication, the publisher, and the date are all missing. The full title is *Doll Repair from the Gay World of Dolls*. The rest of the citation is Portland,Oregon: Gay World of Dolls, 1967. The request was not verified by the borrowing library, and we could not verify it. A search of the National Union Catalog to date, the Cumulative Book Index 1928-1968, the Art Index 1929-1968, and even the Reader's Guide to Periodical Literature 1939-1968 (in case it might be a periodical article rather than a monograph) failed to turn up the correct citation. We finally verified from the catalog at the Pioneer Library System.

Special Data: A nonacademic patron at a public library made the request. It was judged eligible for referral.

Referral History: The State Library and the Buffalo and Erie County Library reported the request NIL.

Network Holdings: The request is available only at the Pioneer Library System.

Summary: The citation for this obscure request was incomplete and we can hardly fault the system for not making a second referral. Only luck, or some kind of psychic intuition, would have resulted in a successful referral.

SLS 11-73 FOR 50 133 0
GETTINGS
PALMISTRY MADE EASY
BORDEN N.D.
BIP 67
SMITHTOWN LIB.
1 NO. COUNTRY RD.
SMITHTOWN, N.Y. 11787

Citation: This is a case of a poor but still workable citation. The author's first name has been completely omitted, necessitating a look at every catalog card for the name Gettings. No date is given. This book, published in 1967, was originally published in 1966 under the title *Palmistry*. The publisher given here is incorrect; it should be the Wilshire Book Co. in Hollywood, California, rather than Borden.

Special Data: A nonacademic patron at a public library made the request. It was judged eligible for referral.

Referral History: Both the State Library and Brooklyn Public Library reported this request NIL.

Network Holdings: Only Queens Borough Public Library, one of the libraries which can be tapped by NYSILL through the Brooklyn Public Library, holds the request.

Summary: We believe that every workable request deserves at least two referrals. As it happened the system did make the one referral which was potentially successful, but either Brooklyn did not forward this request to Queens or the book was unavailable for loan there.

MYLS 11-198 F-6 790 0
GILLELAN G HOWARD
ARCHERY
NY: CORNERSTONE ND
BIP 68
CANASTOTA PUB LIB
CENTER ST CANASTOTA NY 13032

Citation: The missing date should be 1966. However, this is a reprint of *The Young Sportsman's Guide to Archery*, London, 1964, under a simplified title.

Special Data: A nonacademic patron at a public library made the request. It was judged eligible for referral.

Referral History: The State Library, Pioneer Library System, and Brooklyn Public Library all reported the request NIL.

Network Holdings: Although none of the NYSILL libraries hold the title *Archery*, Buffalo and Erie County Library, Pioneer Library System and New York Public Library Circulation Libraries, tapped through Brooklyn Public Library, hold *The Young Sportsman's Guide to Archery*. There are two similar books by the same author, *Archery for Boys and Girls* and *Modern ABC's of Bow and Arrow*, held in the system. Any of these might have filled the request, but there was no way of knowing for sure exactly what the borrower needed.

Summary: The request was handled well. There was no way (short of calling the publisher, which is what Nelson Associates had to do) for Pioneer Library System to know that *The Young Sportsman's Guide to Archery* was the same item as the one requested.

SLS 11-1013 FOR 50 370 S
GOODLAD, JOHN I. (ED.)
CHANGING AMERICAN SCHOOL (N.S.S.E. 65TH YRBK. PT 2)
U. OF CHICAGO ND.D
BIP 68
SMITHTOWN LIB.
1 NO. CORUNTRY RD.
SMITHTOWN, N.Y. 11787

Citation: The missing date should be 1966. This item was also published by the Fund for the Advancement of Education, 1966. The N.S.S.E. stands for the National Society for the Study of Education.

Special Data: A public library made the request on behalf of a student. It was judged eligible for referral.

Referral History: The request was reported NOS at the State Library and WNS at Columbia University.

Network Holdings: New York Public Library Research Libraries, Columbia University, Brooklyn Public Library (and, through Brooklyn, Queens Borough Public Library and New York Public Library Circulation Libraries), Teachers College, the Education Library at New York University, and Buffalo and Erie County Library hold the request. Although our search did not find the request at the State Library, they almost certainly held it at the time of the request; State Library staff indicate that it is now lost or missing.

Summary: Another referral could have been made. A good possibility which was not tried was the subject center for education, Teachers College.

STLS 10-123-3320-0
GOTTSCHALO, MAX
DEUTSCHE HAUESKUNDE
BERLIN, 1954
INCLUDED IN BI. WILLIAMS KNOW YOUR ANCESTORS, TUTTLE 1960 P. 28
STEELE MEM LIBRARY
ELMIRA, NY 14901

Citation: This citation is wildly inaccurate. *Deutsche Haueskunde* appears nowhere on page 28 of *Know Your Ancestors,* nor in the entire book. On page 13, however,is listed *Deutsche Namenkunde* by Max Gottschald. This title also appears in NUC 1953-59, Vol. 9, p. 316. This is the only NUC listing for Max Gottschalo or Max Gottschald through March, 1970. Therefore we have assumed that the title has gotten garbled on route and the borrower really meant "Namenkunde" but sloppy handwriting on someone's part changed it to "Haueskunde." In any case, the citation as it stands probably doesn't exist and is impossible to search.

Special Data: This request came from a nonacademic patron at a public library in upstate New York. It was judged eligible for referral.

Referral History: The request was reported NIL at the State Library, NIL at the Pioneer Library System, and NIL at the Buffalo and Erie County Library.

Network Holdings: *Deutsche Haueskunde* could not be found anywhere, which was to be expected. However, *Deutsche Namenkunde* is held at the New York Public Library Research Libraries and at Cornell University. But, because of the distorted citation, these holdings could not be translated into a loan.

Summary: This request could not have been filled because of the faulty citation.

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MYLS 11-288  F-33   620   0
GRAHAM F D
AUDEL'S ENGINEERS & MACHANICS HANDBOOK
AUDEL 1928 (WANTS THIS ED ONLY)
CBI 1928
SHERRILL-KENWOOD FREE LIB
SHERRILL NY 13461
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Citation: The author's name, Frank Duncan, should have been spelled out rather than initialized. The last two words of the title should be Mechanics Guide rather than Machanics Handbook. This is a series of eight volumes which appeared roughly every year 1921-1929.

Special Data: A nonacademic patron at a public library made the request. It was judged eligible for referral.

Referral History: The State Library reported the request NIL. It was referred to the Engineering Societies Library where it was reported NIL.

Network Holdings: Several libraries have other years of the series, but not 1928. Brooklyn Public Library's catalogs say that they own them all. However, their shelf list shows that most are missing or have been discarded.

Summary: Although the Engineering Societies was a good bet, another strong possibility for this kind of request is one of the public libraries. In any case another referral could have been made, and although there was no clear cut choice, one of the public libraries might have been attempted.

MYLS 11-128 F-32 370 0
GRUBER, EDWARD C
COLLEGE BOARD ACHIEVEMENT VOL. 4
ARCO 1967
BIP 68
JERVIS LIB ASSOC
613 N WASHINGTON ST ROME NY 13440

Citation:	Although the citation is listed this way in BIP, it is nearly impossible to search in this form. Gruber is the general editor of the College Board Achievement series. BIP lists Volume 4 as Mathematics, Level I. It is futile to search the catalogs under Gruber or College Board. The Mathematics Level I book was written by Morris Bramson and the main entry is in his name. The full title is *Mathematics: Level I; College Board Achievement Test,* Edward C. Gruber, General Editor. The publisher is ARC, not Arco.
Special Data:	The request was made by a nonacademic patron at a public library. It was judged eligible for referral.
Referral History:	The State Library, Pioneer Library System, and Buffalo and Erie County Library reported the request NIL.
Network Holdings:	The New York Public Library Circulation Libraries, tapped through Brooklyn Public Library, and the State Library hold the request.

Summary:	The quality of the citation made it almost impossible to find in a catalog. It was handled as well as could have been expected.

SUCP 10-118-2 891 (F)
GUKOVSKII, GRIGORII ALEKSANDROVITCH
"REALIZM GOGOLIA"
MOSCOW, 1959
VERIF NUC 1958-62 V. 18 P. 433
ST. LAWRENCE UNIV LIBRARY
CANTON, N.Y. 13617
NNC

Citation: It is essentially complete and accurate. There is a minor typographical error in the author's name (it should be Gukovski--with one "i").

Special Data: The request was made by a university for a faculty member. It was judged eligible for referral into the network.

Referral History: The request was NIL at the State Library. It was referred to Cornell, where it was NOS.

Network Holdings: The library designated for "Slavic" materials in NYSILL (Columbia) holds this item. So does Cornell, New York University, and the New York Public Library Research Libraries.

Summary: The request was prematurely given up. A second referral to one of the two other large university libraries in the system might have resulted in a loan.

4CLS 10-23 F 17 (0)
HAMPTON, DOROTHY
RETARDED CHILDREN & CHRISTIAN CONCERN
NV
NEW BERLIN LIB
NEW BERLIN, NY 13411

Citation: The citation is fine as far as it goes, but it is woefully incomplete. In this form it appears that the request is a monograph. We attempted to verify it in the National Union Catalog to date, Cumulative Book Index, 1928-1968, and the Book Review Digest, 1917-1968, with no success. Thinking that it might be a periodical article, we checked the Readers Guide to Periodical Literature, Psychology Abstracts, and the Catholic Periodicals Index. We failed to verify it until we checked the Mental Retardation Abstracts, Volume 1, 1964. There we discovered that it is a periodical article which appeared in *Christianity Today*, number 8, 1964, pages 402-404.

Special Data: The request was made by a nonacademic patron at a public library. It was judged eligible for referral.

Referral History: The State Library, Buffalo and Erie County Library, and Brooklyn Public Library reported the request NIL.

Network Holdings: Naturally, we were unable to find a listing for the request as it is given. New Serial Titles indicates that *Christianity Today* is held at New York Public Library Research Libraries and Brooklyn Public Library; it is probably also available at other NYSILL libraries.

Summary: The citation was so poor that NYSILL could not be expected to find the material.

STLS 11-42-2 700 0
HANSON,HANS JURGEN ED.
ART & THE SEAFARER
VIKING '68
FCB V. 3 #4
CORNING PUB. LIB.
CORNING 14830

Citation: The author's last name has been misspelled. Hanson should read Hansen. This is a serious error because of the great number of Hansens and Hansons. A subtitle, *A Historical Survey of the Arts and Crafts of Sailors and Shipwrights*, has been omitted.

Special Data: A nonacademic patron at a public library made the request. It was judged eligible for referral.

Referral History: The State Library, Pioneer Library System, and Brooklyn Public Library reported the request NIL.

Network Holdings: At the time of our search, New York Public Library Research Libraries, Brooklyn Public Library (and, through Brooklyn, the Queens Borough Public Library and the New York Public Library Circulation Libraries), Cornell University, Pioneer Library System, Buffalo and Erie County Library, and the State Library now hold the request. However, it was almost certainly not available in November, 1968. At the time of the request, the borrowing library had to verify the citation in *Forthcoming Books* and wherever acquisition dates are available, they are all later than November, 1968.

Summary: Both because of the bad citation and because of the publication date, the request was impossible to fill.

PLS 10-77-31 210 0
HARDY, SIR ALISTER
THE DEVINE FLAME: AN ESSAY TOWARDS A NATURAL HIST. OF RELIGION
COLLINS, 1966
CBI JAN-JULY 1967
WEBSTER P L
1000 RIDGE RD.
WEBSTER,, N.Y.

Citation: The word "Devine" should read "Divine" and London, the place of publication, should have been included.

Special Data: A nonacademic patron at a public library initiated the request. It was judged eligible for referral.

Referral History: The State Library, Buffalo and Erie County Library, and Brooklyn Public Library reported the request NIL.

Network Holdings: Columbia University, Union Theological Seminary, and Buffalo and Erie County Library hold the request. The discrepancy between our 1970 search and Buffalo's October, 1968 search reporting NIL is probably because the book was acquired after the time of the request. Cornell also holds the request, but even if they had acquired it before the Fall of 1968, they would not have loaned it because Cornell does not lend materials published within three years of the time of the request.

Summary: The subtitle here gives a definite clue to a successful routing which was not followed. Union Theological Seminary, the subject center for religion, seems to us an obvious referral which was not attempted.

SLS 10-447 FOR 50 610 F
HARNED, JESSIEM.
MEDICAL TERMINOLOGY MADE EASY
PHYSICIAN'S RECORDS CO. 1951
CBI 49-52
SMITHTOWN LIB.
1 NO. COUNTRY RD.
SMITHTOWN, N.Y. 11787

Citation: The author's first name and middle initial have been run together. The name should be Jessie M. The place of publication, Chicago and Berwyn, Illinois, has been omitted. A second edition was printed in 1968 but it may not have been available at the time of the request.

Special Data: The request was initiated by a public library on behalf of a faculty member. It was judged eligible for referral.

Referral History: The State Library reported the request NIL. It was referred to Brooklyn Public Library where it was reported NIL.

Network Holdings: The Medical Library at Columbia University, New York Academy of Medicine, the Medical Library at New York University, the Business Library at Cornell University, and the State Library hold the request. Brooklyn Public Library could have provided the request from Queens Borough Public Library or New York Public Library Circulation Libraries. The reason that Brooklyn was not able to fill the request might have been a NOS or WNS situation at both Queens and the Circulation Libraries, in combination with a searching error or a lack of a referral to one of these institutions from Brooklyn.

Summary: The State Library does hold the request and should have been able to fill it. If it did need referral, the subject center for medicine, New York Academy of Medicine, was an obvious second referral which was not tried.

MHL 10-220 F 61
HATTON, FRANK
NORTH BORNEO: EXPLORATIONS AND ADVENTURES ON THE EQUATOR... NEW YORK,
SCRIBNER, 1886.
(F) VER BM 959
VASSAR COLLEGE LIB.
POUGHKEEPSIE, N.Y. 12601

Citation:	It is accurate and complete. There is also a London edition (Sampson Low, 1885, 1886).
Special Data:	A faculty member at Vassar College made the request. It was judged eligible for referral.
Referral History:	The request was reported NIL at the State Library. It was referred to Pioneer Library System and New York University. Both reported it NIL.
Network Holdings:	New York Public Library Research Libraries, Columbia University, Brooklyn Public Library, American Museum of Natural History Library, Cornell University, and Buffalo and Erie County Library hold the request.

Summary: This is the kind of request one would expect to find at the American Museum of Natural History and one does. This, not NYU, was the logical choice for a second referral.

MVLA 10-35
HIGHAM, JOHN & OTHERS 900 (S)
HISTORY
PRENTICE-HALL 1964
BIP
INTERLIBRARY LOAN, MOHAWK VALLEY LIBRARY ASSOCIATION
UNION STREET AND SEWARD PLACE
SCHENECTADY, N.Y. 12305

Citation: The date given on the TWX message was probably optimism on the part of Prentice-Hall when they reported the citation to Books In Print. The request was actually published in 1965, not 1964.

Special Data: A student at a public library made this request. It was judged eligible for referral.

Referral History: The State Library, Buffalo and Erie County Library, and Brooklyn Public Library all reported the request NOS.

Network Holdings: The request is widely held--at New York Public Library Research Libraries, Columbia University, Brooklyn Public Library (and, through Brooklyn, at the Queens Borough Public Library and New York Public Library Circulation Libraries), Teachers College, New York University, Pioneer Library System, Buffalo and Erie County Library, and the State Library. Cornell University also holds it, but because they don't lend materials with publication dates within three years of the time of the request, they might not have filled this request.

Summary: The three NOS reports are sufficient to establish current popular demand for this request, putting it beyond the scope of NYSILL.

NLS 11-670 F 57
HOBSON, ROBERT L. 700 F
THE ART OF THE CHINESE POTTER FROM THE HAN DYNASTY TO THE END
OF THE MING
E. BENN, LONDON 1923
BMC VOL. 104, PG. 778
HOFSTRA UNIVERSITY LIBRARY
REFERENCE DEPT.
1000 FULTON AVENUE
HEMPSTEAD, N. Y. 11550

Citation: A co-author, A.L. Hetherington, has been left out. The edition was limited to 1500 copies, 500 of which were designated for the United States.

Special Data: A faculty member at Hofstra University made the request. It was judged eligible for referral.

Referral History: The State Library, Buffalo and Erie County Library, and Pioneer Library System reported the request NIL.

Network Holdings: Brooklyn Public Library, the Fine Arts Library at New York University, and Cornell University hold the request. Cornell was asked whether they would lend it and answered that they definitely would not. It is distinctly possible that none of these libraries would lend this item.

Summary: In 1968 NYSILL provided no guidelines for routing fine arts materials. Under the 1970 subject guidelines, Cornell is the center for fine arts. Referring this item to Cornell would have resulted in a WNS report.

RCLS 10-280-30 657 0
HOLMES, ARTHUR & KIEFER, DALE
AUDIT PRACTICE PROBLEM 4TH EDITION
IRWIN N.D.
BIP
FINKELSTEIN MEM. LIB.
SO. MADISON AVE.
SPRING VALLEY, N.Y. 10977

Citation: Because of the incredible number of authors named Arthur Holmes, the author's middle name, Wellington, would have made the search a little easier. The subtitle, *Metalcraft, Incorporated*, has been omitted. The date, 1964, is missing, which makes searching slightly more difficult and verification immeasurably more difficult.

Special Data: A nonacademic patron at a public library initiated the request. It was judged eligible for referral.

Referral History: The State Library, Pioneer Library System, Buffalo and Erie County Library, and New York University all reported the request NIL.

Network Holdings: Although this author is held at all but the specialized libraries, this specific item, which is a 29 page workbook for students of accounting, is not held anywhere.

Summary: The system did all it could to fill this request, even trying a third referral, but its task was simply impossible.

NCLS 11-187-30 131 0
INGALESE, RICHARD
HISTORY AND POWER OF MIND
FOWLER N.C.
CBI
FINKELSTEIN MEM. LIB.
SO. MADISON AVE.
SPRING VALLEY, N.Y. 10977

DL 11-30-68

Citation: The missing date and place for the Fowler edition (London, 1905), should have been included. Many other editions are held throughout the system (New York: Ocult Book Concern, 1903, 1905; and New York: Dodd Mead, 1920, 1921, 1942).

Special Data: The request was made by a nonacademic patron at a public library. It was judged eligible for referral.

Referral History: The State Library and Pioneer Library System reported the request NIL. Brooklyn Public Library reported it NOS.

Network Holdings: New York Public Library Research Libraries, Columbia University, Union Theological Seminary, Cornell University, Buffalo and Erie County Library, Brooklyn Public Library, and, through Brooklyn, the New York Public Library Circulation Libraries, hold the request. A WNS or NOS situation at the Circulation Libraries would explain why Brooklyn Public Library could not have supplied it.

Summary: NYSILL guidelines provide no suggestions for routing occult literature. Although Union Theological Seminary does hold this book, they cannot always be expected to carry this type of material. Public collections are probably a better choice. The system handled the request reasonably well.

MVLA 11-93 137.7 0
JACOBY, H.J.
ANALYSIS OF HANDWRITING
NORTON 1940
CBI 38-42
INTERLIBRARY LOAN, MOHAWK VALLEY LIBRARY ASSOCIATION
UNION STREET AND SEWARD PLACE
SCHENECTADY, N.Y. 12305

Citation: It is complete in that it supplies a bibliographic element where these are called for (except for a place of publication, which for a major publisher may not be needed). However two elements are not fully specified, a condition which may lead to difficulty in conducting a proper search. The author's surname is initialized, requiring a look at all catalog entries under "Jacoby, H."--conceivably a large number of cards in a really large research library. Second, a subtitle has been omitted. The title in full is *Analysis of Handwriting: An Introduction to Scientific Graphology.*

Special Data: The request was initiated by a public library on behalf of a nonacademic patron. It was judged eligible for referral.

Referral History: The item was NIL at the State Library. It was referred to the Brooklyn Public Library and to the Buffalo and Erie County Library. Both reported it NIL.

Network Holdings: The book is owned by the New York Public Library Research Libraries and by the Pioneer Library System.

Summary: Nothing about the request suggests any particular pattern of referral. Although additional trials might have resulted in a loan, we believe that the system did as well as can be reasonably expected.

NCLS 10-230-24 331.868 0
JAQUES, MARCELINE ELAINE
CRITICAL COUNSELING BEHAVIOR IN REHABILITATION
SETTING
ED. & WELFARE U.S. DEPT. OF HEALTH IOWA CITY IOWA 1959
LC
NEW CITY FR. LIB.
125 SO. MAIN
NEW CITY, N.Y. 10956

Citation: The last word of the title should be plural instead of singular. The publisher, the U.S. Department of Health, Education and Welfare, has somehow gotten rearranged in the TWX message and should be straightened out.

Special Data: A nonacademic patron at a public library made the request. It was judged eligible for referral.

Referral History: The State Library reported the request NIL. It was referred to Columbia University who owned it but would not send, and New York Academy of Medicine who reported it NIL.

Network Holdings: The Social Work Library at Columbia University, New York University, Teachers College, Cornell University and Brooklyn Public Library hold the request.

Summary: The system handled the request well and no more could have been expected.

SUCP 11-30-1 200 (F)
KAZEM-ZADEH, HOSSEIN
DIE MACHT UND DIE HELKRAFT DES WAHREN BETENS"
AMADEO VERLAG 1948
VERIF. L.C. CAT 1948-52 V. 11 P. 182
STATE UNIV COLLEGE LIBRARY, INTERLIBRARY LOAN
POTSDAM, N.Y. 13676

Citation: The author's first name is spelled several different ways, but the one given here is acceptable. He has a middle name, Iranshahr, which is sometimes hyphenated with his last name and catalogued Iranshahr-Kazem-Zadeh. However most libraries and the Library of Congress Author Catalog stick to Kazem-Zadeh. The title translates as "The Power and Strength of True Prayer." The place of publication, Olten, is missing.

Special Data: A faculty member at SUNY-Potsdam made the request. It was judged eligible for referral.

Referral History: Both the State Library and Union Theological Seminary reported the request NIL.

Network Holdings: The request is unavailable in the system.

Summary: Although there is no obvious referral for the request after Union Theological Seminary, another research library, possibly New York Public Library Research Libraries, might have been tried as a second referral.

NLS-11-100 FOR 5
KESSEL, REUBEN A.
CYCLICAL BEHAVIOR OF THE TERM STRUCTURE OF INTEREST RATES. 330 0
COLUMBIA '65
BIP
EAST MEADOW PUBLIC LIBRARY
FRONT STREET AND NEWBRIDGE AVE.
EAST MEADOW, N.Y. 11554

Citation:	This request is Occasional Paper #91 of the National Bureau of Economic Research, although this additional information is not necessary for a proper search.
Special Data:	A nonacademic patron at a public library made this request. It was judged eligible for referral.
Referral History:	The State Library reported the request NIL. It was referred to Columbia University who reported it WNS.
Network Holdings:	Columbia University, Brooklyn Public Library and their back-up interlibrary network at Queensborough Public Library, New York University, and Cornell University hold the request. Cornell might not have loaned it due to their policy of refusing to lend materials with a publication date within three years of the time of the request.

Summary: The referral to Columbia might have been suggested by the fact that the publisher is Columbia University Press. This is not a desirable routing practice. Many academic libraries have been so swamped with requests for materials from the "in-house" publisher that they have made blanket rules barring the loan of all such materials. A better choice would have been the subject center for monographs in economics, New York University.

MYLS 10-306 F-26 200 P
KIK, JACOB M
SUPREME COURT & PRAYER IN THE PUBLIC SCHOOLS
NUTLEY NJ: PRESBYTERIAN & REFORMED 1963
BIP 67
ONEIDA LIB
220 BROAD ST ONEIDA NY 13421

Citation: The last word of the title should be singular instead of plural. The place of publication should be Philadelphia. Both errors are trivial and do not affect the search.

Special Data: The request was made by a professional or business patron at a public library. It was judged eligible for referral.

Referral History: The State Library, Pioneer Library System, and the Buffalo and Erie County Library reported the request NIL.

Network Holdings: New York Public Library Research Libraries, the Law Library at New York University, Cornell University, and the State Library hold the request. There is a discrepancy between our findings and the State Library's regarding this request.

Summary: Our search shows that the request could have been filled at the State Library, precluding any referral at all. But if it did have to be referred, the referral might have been to the subject center for Anglo-American Law, Cornell. Prayer in public schools has been a debate topic, Public libraries often systematically acquire materials for debators, which could explain the pattern of referral here. Nevertheless, a university library could have been tried.

NYS LIB ALBY
MOHAWK VALLEY LIBRARY ASSOCIATION
10/11/68

MVLA 10-85
KIRK, BARBARA A. & MICHELS, MARJORIE 370 (0)
OCCUPATIONAL INFORMATION IN COUNSELING
CONSULTING AND PSYCHOLOGISTS PR. 1964
CBI 63-64
INTERLIBRARY LOAN, MOHAWK VALLEY LIBRARY ASSOCIATION
UNION STREET AND SEWARD PLACE
SCHENECTADY N.Y. 12305

Citation: A subtitle, *Use and Classification*, has been omitted. The name of the publisher has been garbled; it is simply the Consulting Psychologists Press. The place of publication has been omitted.

Special Data: The request originated at a public library on behalf of a nonacademic patron. It was judged eligible for referral.

Referral History: The State Library and Teachers College reported the request NIL.

Network Holdings: The request is available at the Education Library at New York University, Buffalo and Erie County Library, Brooklyn Public Library and through Brooklyn's secondary interlibrary network at Queensborough Public Library.

Summary: There was no obvious second referral for the request. Nevertheless, another library could have been tried. We believe that each workable request deserves at least two referrals, once the decision is made to try the network.

UN10-92 S 863
LAFORET, CARMEN
NADA
BARCELONA EDICIONES DESTINO 1957
NUC 58-62
UNION COL LIB
SCHENECTADY, NY 12303
AVAILABLE AT COLUMBIA

Citation: It is complete and accurate. There are several editions of the request including at least eight editions from Ediciones Destino and a 1958 edition from New York: Oxford University Press, which is also in Spanish.

Special Data: A student at Union College made the request. It was judged eligible for referral.

Referral History: The State Library reported the request NOS. It was referred to Buffalo and Erie County Library and Brooklyn Public Library. Both reported it NIL.

Network Holdings: New York Public Library Research Libraries, Columbia University, New York University, Pioneer Library System, Cornell University, and the State Library hold the publication. Brooklyn Public Library also holds the title in the 1958 New York edition. Because this edition was published by an English-named publishing company, the searcher at Brooklyn may have concluded that it was an English translation, although it it not.

Summary: The routing of the request shows excessive system dependence on public libraries. A referral could have been made to the subject center for monographs in Spanish Literature, New York University, or to the library suggested by the borrowing library, Columbia University.

UNIO-202 300 S
LANE, ROGER
POLICING THE CITY
HARVARD 1967
BIP
UNION COL LIB
SCHENECTADY, NY 12308

Citation: The subtitle, *Boston 1822-1885*, is missing. In this case the omission is more important than usual, since it completely changes the meaning of the title. The addition of this subtitle would have meant a completely different routing for the request, from criminology to U.S. history.

Special Data: The request was made by a student at Union College. It was judged eligible for referral.

Referral History: The State Library reported the request NIL. It was referred to Cornell University. This referral resulted in a WNS report because Cornell's policy is to send back unsearched material with a publication date within three years of the time of the request with a report of WNS or NIL. The request is actually held at Cornall. But because of their refusal to lend current material, this referral was meaningless.

Network Holdings: The request is available at New York Public Library Research Libraries, Columbia University, Cornell University, New York University, Buffalo and Erie County Library, Brooklyn Public Library and through Brooklyn's secondary interlibrary system at Queensborough Public Library.

Summary: Since the one referral made was invalid, the request for all practical purposes was never referred at all. The addition of the subtitle would have provided the correct routing, to New York University, the subject center for monographs in U.S. History. Without the subtitle the routing is less clear but sociology might have been a possible guideline to use.

STLS 11-22-10 823 0
LANG, ANDREW
MARK OF CAIN
AMS PRESS 1886
BIP
DAVENPORT PUB
BATH 14810

Citation: There is some confusion here of the publisher and date. The AMS edition of this book was published in 1968. The original 1886 edition was published by Scribners in New York and by Simpkin Marshall in London.

Special Data: A nonacademic patron at a public library made the request. It was judged eligible for referral.

Referral History: The request was reported NIL at the State Library, the Pioneer Library System, and Brooklyn Public Library.

Network Holdings: New York Public Library Research Libraries, New York University, and Cornell University hold the older edition of the request. Columbia University and the State Library hold the 1968 AMS Press edition, which was probably unavailable at the time of the request. This would account for the NIL report from the State Library. Columbia holds the request in a Special Collection and Buffalo and Erie County Library holds it on reserve. Neither would have been likely to lend it.

Summary: The routing of the request shows excessive system dependence on public libraries. We feel that a non-public collection could have been tried as a second referral. As the given Dewey Decimal number indicates, the subject of the request is English literature, would would suggest a referral to NYU.

SUCP 11-89-1 573.096 (S)
LEAKEY, LOUIS S.B.
AFRICAN EDEN
HARPER 1965
VERIF BIP 1967 V. 1 P. 1005
STATE UNIVERSITY COLLEGE LIBRARY, INTERLIBRARY LOAN
POTSDAM, N.Y. 13676

Citation: It is complete and accurate, but--although the citation does appear in *Books in Print*--a phone call to the publisher, Harper and Row, reveals the fact that this book has been indefinitely postponed. It has been "in press" for five years, was not available at the time of the request, and is not available now.

Special Data: A student at SUNY at Potsdam made the request. It was judged eligible for referral.

Referral History: The State Library reported the request NIL. It was referred to Buffalo and Erie County Library and Columbia University. Both reported it NIL.

Network Holdings: This item is unavailable in the system.

Summary: Since the State Library was unaware that the book had not yet been published, it was referred like any other request. Both a public library and the subject center for anthropology, Columbia University, were tried, but there was no way that the system could have filled the request.

RCLS 10-50-50 960 0
LEAKEY, LOUIS S. B.
AFRICAN EDEN
HARPER 1965
BIP
NYACK LIB.
SO. BROADWAY
NYACK, N.Y. 10960

Citation:	This request appears twice in this study and the citations given are identical. Here, too, the problem is that the request was not published in 1965 and has not been published to date. It has been indefinitely postponed and the entry in Books in Print was decidedly optimistic.
Special Data:	The request was made by a nonacademic patron at a public library. It was judged eligible for referral.
Referral History:	The State Library reported the request NIL. It was referred to New York University who reported it also NIL.
Network Holdings:	Obviously, this item is unavailable in the system.

Summary: After the unsuccessful referral to NYU, subject center for monographs in Africa, there were two other good possibilities open which could have been tried. Columbia University, subject center for anthropology, and the American Museum of Natural History were both likely to hold this kind of material.

UNI 1-380 390 S
LEVI-STRAUSS, CLAUDE
LES STRUCTURES ELEMENTAIRES DE LA PARENTE
PARIS PRESSES UNIV 1949
LC 1948-52
UNION COL LIB
SCHENECTADY, NY 12308

Citation:	It is accurate and complete. There is also a second edition (Paris: La Hayne, Mouton and Company, 1967).
Special Data:	A student at Union College requested this material. The request was judged eligible for referral.
Referral History:	The State Library reported the request NIL. It was referred to Columbia University where it was reported NOS.
Network Holdings:	New York Public Library Research Libraries, Columbia University, Brooklyn Public Library, American Museum of Natural History Library, New York University, and Cornell University hold the request. Various English translations are held throughout the system, but presumably these would not fill the request.

Summary:	The request was given up prematurely. It deserved at least two referrals. It could have been routed to NYU (subject center for monographs in sociology) or to the American Museum (center for anthropology); either referral would have worked.

4 CLS 11-44-33 621.38836 (0)
LEVY, ALEX
TELEVISION SERVICING
MC GRAW 1959
BIP '67, NUC
GUERNSEY MEMORIAL LIBRARY
NORWICH, NY 13815

Citation: The co-author, Murray Frankel, has been left out.

Special Data: The request was made by a nonacademic patron from a public library. It was judged eligible for referral.

Referral History: The request was reported NOS at the State Library, NIL at Buffalo and Erie County Library, and NOS at Brooklyn Public Library.

Network Holdings: The request is available at New York Public Library Research Libraries, Buffalo and Erie County Library, State Library, Brooklyn Public Library, and through Brooklyn, the Queens Borough Public Library and the New York Public Library Circulation Libraries.

Summary: The system handled this request as well as could have been expected. Our search reveals that Buffalo and Erie County Library should have been able to supply the request, but there are possibilities of errors in status reporting at the library, on the TWX message, or in our records. The NOS reports at the State Library and Brooklyn Public Library show that in spite of the 1959 publication date, this was still in current demand.

MHL 11-432-43
LEWIS, ROGER 684 0
WOODWORKING
KNOPF
BIP
TOWN OF ULSTER LIB. ASSO.
KINGSTON, N. Y. 12401

Citation: The author given here is a pseudonym for Harry Zarchy. In most libraries this book isn't catalogued at all under Roger Lewis, but only under Zarchy. For this reason the citation is very misleading. A subtitle, *A Son and Father Activity Book*, has been omitted. The date, 1952, is missing. This omission may cause searching difficulty and certainly causes verification difficulty. BIP does note both the pseudonym and the actual author's name.

Special Data: A nonacademic patron at a public library made the request. It was judged eligible for referral.

Referral History: The request was reported NIL at the State Library, NOS at the Pioneer Library System, and NIL at Brooklyn Public Library.

Network Holdings: Pioneer Library System, Buffalo and Erie County Library, and the Queens Borough Public Library hold the request.

Summary: Here the system used the most likely source for this kind of material, the public libraries. No more could reasonably be expected.

RCLS 11-427-20   759.13   0
LIPMAN, JEAN & M. BLACK
AMERICAN FOLK PAINTING
POTTER 1966
BIP
MONROE FR. LIB.
MILLPOND PARKWAY
MONROE, N.Y. 10950

Citation: The authors should be reversed. Mary Black is the first author and Jean Lipman is the second, although the request is usually catalogued under both names. Otherwise the citation is fine.

Special Data: A nonacademic patron at a public library made this request. It was judged eligible for referral.

Referral History: The State Library reported this request NIL. Pioneer Library System and Brooklyn Public Library both reported it NOS.

Network Holdings: The request is available at New York Public Library Research Libraries, the Fine Arts Library at Columbia University, Buffalo and Erie County Library, Pioneer Library System, Brooklyn Public Library and, through Brooklyn, the Queens Borough Public Library and the New York Public Library Circulation Libraries. Cornell University also holds the request in their Fine Arts Library but, due to Cornell's policy of refusing to loan materials with a publication date within three years of the time of the request, would not have supplied it.

Summary: No fine arts routing was available in 1968. We feel nevertheless that a trial of a non-public library might have been in order.

SUNY 11-30 150 S
LUNZER, E.A.
RECENT STUDIES IN BRITAIN BASED ON THE WORK OF JEAN PIAGET
LONDON 1960? [NAT. FOUND. EDUC. RES. IN ENGLAND AND WALES
OCCASIONAL PUB. #4]
NUC 58-62 28:290
UNIV LIB ROOM 111
SUNY
1400 WASH. AVE.
ALBANY, NY 12203

Citation: The author's first name, Eric Anthony, should have been spelled out rather than initialized. The question mark after the date is unnecessary. 1960 is the correct date.

Special Data: A student at SUNY-Albany initiated this request. It was judged eligible for referral.

Referral History: The request was reported NIL at the State Library and at Columbia University.

Network Holdings: The only library which holds this request is Teachers College Library, the subject center for education.

Summary: The request was given only one referral. We prefer at least two for any request with a workable citation. There was an obvious second referral here. The TWX message indicates the Foundation for Educational Research. The logical referral would have been Teachers College and, in this case, the referral would have been a successful one. The new 1970 subject guidelines for NYSILL are even more explicit, naming Teachers' College as the center for developmental psychology.

NCLS 11-104-76 320 0
MCKENZIE, WILLIAM J.
POLITICS AND SOCIAL SCIENCE
MD., PELICAN-PENGUIN 1967
BIP - 1968
ANNIE PORTER AINSWORTH MEMORIAL LIBRARY
SANDY CREEK, N.Y. 13145

Citation: It is generally good. The author's name should be spelled MacKenzie but this is a trivial since MacKenzie and McKenzie are interfiled in library catalogs.

Special Data: A nonacademic patron at a public library made this request. It was judged eligible for referral.

Referral History: The State Library reported the request NIL. It was referred to Buffalo and Erie County Library who reported it NOS. It was then referred to Cornell. However, Cornell's policy of not lending material with a publication date within three years of the date of the request meant that the request was immediately sent back to the State Library with a WNS report without being searched. The actual status of the request at Cornell was NIL. But this three-year policy renders the entire referral meaningless.

Network Holdings: New York Public Library Research Libraries, Columbia University, the Social Work Library at New York University, and Buffalo and Erie County Library hold the request.

Summary: Since the referral to Cornell was invalid, a referral to one of the other research libraries would have been the logical next step. Because it was dropped instead, we feel that it was given up prematurely. A subject center could have been attempted first.

RCLS 10-90-24 914.1 0
THE MACNEIL OF BARRA, ROBERT
CASTLE IN THE SEA
COLLINS 1964
CBI
NEW CITY FR. LIB.
125 SO. MAIN
NEW CITY, N.Y. 10956

Citation: The author as given on the TWX message is slightly confusing to search. A recheck of CBI 1965-66, the verification source, shows that his full name is "Robert Lister Macneil, the Macneil of Barra." The full name is much more helpful since in several catalogs, including the National Union Catalog, he is listed only as Robert Lister Macneil. In other catalogs, his is given the full title, the Macneil of Barra, 45th Chief of the Clan Neil. By citing the full name as listed in CBI the borrowing library would have insured a more thorough search. Also, the place of publication, London, has been omitted.

Special Data: The request was made by a nonacademic patron at a public library. It was judged eligible for referral.

Referral History: The State Library, Pioneer Library System, and Buffalo and Erie County Library reported the request NIL.

Network Holdings: The request is held only by the New York Public Library Circulation Libraries, and thus available only through Brooklyn Public Library's secondary interlibrary network.

Summary: There is no obvious routing for this request which, appropriately enough, deals with Mr. Macneil's castle. Only trial and error would have resulted in a successful referral and we feel that two trials were enough.

CCLS 11-216 FOR 15 200
MANDINO, OGG
GREATEST SALESMAN IN THE WORLD
FELL, JAN 1, 68
BIP
JAMES PRENDERGAST FREE LIB
JAMESTOWN, N.Y. 14701

Citation: It is generally good. The author's first name should only have one "g." The place of publication, New York, has been omitted but that is probably of little importance here. The "Jan.1" in front of the 1968 date of publication seems extraneous unless the borrower wanted to show that the book was certainly available at the time of the request (November 1968).

Special Data: A nonacademic patron at a public library made this request. It was judged eligible for referral.

Referral History: The State Library reported the request NIL. It was referred to Buffalo and Erie County Library and Pioneer Library System. Both found it NOS.

Network Holdings: The request is available at Pioneer Library System, Buffalo and Erie County Library, and through Brooklyn Public Library's secondary interlibrary network at the New York Public Library Circulation Libraries.

Summary: The system turned up the request at two of the three possible holding libraries. Apparently it was not available because of current demand.

SLS 10-937 FOR 41
MANTEY, EBERHARD VON 943 F
DEUTSCHE MARINEGESCHICHTE
BERLIN-CHARLOTTENBURG 1926
BRITISH MUSEUM VOL. 152WOL. 137
STATE UNIVERSITY OF STONY BROOK
LIBRARY REF. DEPT.
STONY BROOK, N.Y. 11790

Citation: It is generally complete and accurate. The title translates as "German Naval History."

Special Data: The request was made by a faculty member at the State University at Stony Brook. It was judged eligible for referral.

Referral History: The request was NIL at the State Library. It was referred first to Columbia University, where it was reported NIL, and then to New York University, which has subject responsibility for monographs in German History, where it was also NIL.

Network Holdings: The only place this request was available was the New York Public Library Research Libraries.

Summary: New York Public might also have been queried, but in general a reasonable search of the system seems to have been made.

SLS 10-126 FOR 50
MAXWELL, VIOLET
COMPLETE GERMAN SHORT HAIRED POINTER 636 0
HOWELL N.D.
BIP 67
SMITHTOWN LIB.
1 NO. COUNTRY RD.
SMITHTOWN, N.Y. 11787

Citation: While searching this request we found five libraries which held the title *The New German Short Haired Pointer* with the same author and publisher, dated 1963, 1965, 1967, but none with the title *The Complete German Short Haired Pointer*. A check of the National Union Catalog 1942-1968 failed to turn up a book called *The Complete*...although we did find *The New*.... We then checked with the Howell Book House in New York. Their records suggest that the 1963 edition carried the title *The Complete German Short Haired Pointer*. However, as there is no NUC listing, we concluded that they may have advertised it as *The Complete*..., but the edition as printed was *The New German Short Haired Pointer*.

Special Data: A nonacademic patron at a public library made the request. It was judged eligible for referral.

Referral History: Both the State Library and Pioneer Library System reported the request NIL.

Network Holdings: New York Public Library Research Libraries, Brooklyn Public Library and, through their secondary interlibrary network, Queens Borough Public Library, Cornell University, and Buffalo and Erie County Library hold *The New German Short Haired Pointer*.

Summary: Since neither of the libraries to which the request was sent held either title, the NIL reports were not due to confusion over the title. We feel that every request with a workable citation deserves at least two referrals. Therefore we think that another library could have been tried here, possibly Cornell University, subject center for Zoology.

NCLS 10-13 FOR 15
MOHR, R.H.
METTLACH STEINS AND THEIR PRICES
R.H. MOHR 1963 (0) AD. IN AUG. 68 - P. 30 - HOBBIES
738.28
HOLLAND LIBRARY
ALEXANDRIA BAY, N.Y. 13607

Citation: It is accurate and complete. Here the initialization of the author's surname seems to be acceptable. He is listed as "R.H." in the National Union Catalog and on all the catalog cards at libraries holding this title.

Special Data: The request was made by a nonadacemic patron at a public library. It was judged eligible for referral.

Referral History: The request was reported NIL at the State Library, NOS at Buffalo and Erie County Library, and NIL at Brooklyn Public Library.

Network Holdings: The Pioneer Library System and the Buffalo and Erie County Library hold the request.

Summary: The system handled the request well. One of the two libraries holding the request was tried and there was no particular reason to try the other one.

MHL 11-582-53
MONTESDE OCO V. 200 0
MORE ABOUT FATIMA
NEWMAN '54
KENT READING CENTER
CARMEL, N.Y. 10512

Citation: The author's correct name should be V. Montes de Oca, not V. Montesde Oco. The initialization of the first name seems to be acceptable; the name is carried that way in both CBI and NUC. There are two ways to catalog this name, Montes de Oca, V., and Oca, V. Montes de. Both are frequently used. A check through the National Union Catalog shows that there is a 1945 edition, cataloged under Montes de Oca, V., and a 1953 edition, cataloged under Cruz, J. da, the original author; the crossreference on this entry shows that Oca is the translator. The National Union Catalog of Mariology at the University of Dayton shows still another entry under the name Castelbranco, which is evidently the original surname of the priest with the religious name of da Cruz. The Library of Congress does not hold this item, thus has never cataloged it--which is why all these NUC entries are so inconsistent. There are at least thirteen editions of this book in existence, dated 1939-1965, in English, French, German, Dutch, and Maltese. Part of the title, *And the Immaculate Heart of Mary*, has been omitted in the citation above, and the full publisher should be the Newman Bookshop in Philadelphia, which is the distributor for the Irish edition (Gill).

Special Data: The request was made by a nonacademic patron at a public library. It was judged eligible for referral.

Referral History: The State Library, Pioneer Library System, and the Buffalo and Erie County Library all reported the request NIL.

Network Holdings: This book is not available at any NYSILL library. St. John's University holds an English edition, and Marist College holds a foreign language edition--to suggest locations in New York State.

Summary: Although the NYSILL network could not have supplied this item, the request routing still shows excessive dependence on public libraries. Union Theological Seminary could have been tried. The borrower might have been better advised to initiate a direct loan request via mail to a Catholic library.

BECL 11-92 (830) F
MUMM, REINHARDT
DIE CHRISTLICH' SOZIALE SAHNE ENPOR LIN WORTZUR GEGEVAVARTIGEN LAGE
NUC
CANINIUS COLLEGE LIBRARY
INTERLIBRARY LOAN DEPT.
2001 MAIN STREET
BUFFALO, NEW YORK
14208

Citation: This is a marginal citation, but still workable. The title has been garbled. It should read: *Die Christlich-Soziale Fahne Enpor! Elin Wort zur Gegenwartigan Lage*. The place of publication, publisher, and date, (Siegen, Druck der West Deutschen Verlagsgesellschaff, 1930), have been omitted. The reference to NUC without any additional specification is not terribly helpful.

Special Data: The request was initiated by a faculty member at Caninius College. It was judged eligible for referral.

Referral History: The State Library reported this request NIL. It was referred to Union Theological Seminary, where it was also reported NIL.

Network Holdings: The only NYSILL library which holds this request is the New York Public Library Research Libraries.

Summary: Although, in this case, better routing might not have resulted in a loan, there are obvious ways to improve the handling of this request. The routing to Union Theological Seminary may have been due to the word "Christlich" in the title. However, the title refers to the Christian-Socialist Party. The routing which could have been tried was to the subject center for German History, or perhaps, Political Science. We also feel that each request with a workable citation deserves at least two referrals before it is given up. This request was given up before even logical referrals were tried and certainly deserved another chance.

SLS 11-793 FOR 26 330 0
NEILL, HUMPHREY B.
THE ART OF CONTRARY THINKING. 5TH ED.
CAXTON 1967
BIP 67
PATCHOGUE LIB.
10 LAKE ST.
PATCHOGUE, N.Y. 11772

Citation: There are two trivial mistakes. A subtitle, *It Pays to be Contrary*, has been omitted. The place of publication, Caldwell, Idaho, has been omitted. *Books in Print* 1967 does list a fifth edition. Since no library held this particular version, we thought this might be an error in BIP of the "optimistic publisher" variety. Our suspicion was reinforced by the fact that BIP 1969 lists only the fourth edition of this title. It is the 1969 entry which is wrong, however; a call to the publisher established that the fifth edition was indeed produced in 1967.

Special Data: The request was made by a nonacademic patron at a public library. It was judged eligible for referral.

Referral History: The State Library reported the request NOS. It was referred to Pioneer Library System and New York University; both reported it NIL.

Network Holdings: New York Public Library Research Libraries, Columbia University, Brooklyn Public Library, New York University, Cornell University, Pioneer Library System, Buffalo and Erie County Library, and the State Library all hold one of the first four editions. However, no one could have supplied the fifth edition.

Summary: The request was handled well but it was unavailable in the system.

PLS 11-82-82 E559.5 S
NICHOLS, G.W.
A SOLDIER'S STORY OF HIS REGIMENT
KENNESAW, 1961
LCPC VOL.108
MILNE LIBRARY
STATE UNIV. COLLEGE
GENESEO, N.Y. 14454

Citation: The 1961 edition listed here was published by Folk, Walton in Kennesaw as a Continental Book. But the original publication date is 1898, printed in Jesup, Georgia.

Special Data: The request was made by a student at SUNY at Genesee. It was judged eligible for referral.

Referral History: The request was reported NIL at the State Library and at Buffalo and Erie County Library and was reported WNS at Brooklyn Public Library.

Network Holdings: New York Public Library Research Libraries, Columbia University, Brooklyn Public Library, Cornell University, and the State Library hold the request. The State Library holds only a microprint, but staff there feel that this should not have resulted in their "NIL" report, which they say is an error.

Summary: The routing of the request shows excessive dependence on public libraries. A higher level library might have been tried somewhere along the line.

RCLS 10-180-12 370 F
NOLTE, M.C. EDITOR
INTRODUCTION TO SCHOOL ADMINISTRATION
MACMILLAN
BIP
GOSHEN LIB. & HIST. SOC.
MAIN ST.
GOSHEN, N.Y. 10924
DL 2 WKS.

Citation: The author's first name should have been spelled out. The "M.C." stands for Mervin Chester. A subtitle, *Selected Readings*, is missing. The date, 1966, is also missing. It is important that the date be included, especially since there is no indication anywhere else on the TWX message how old this book really is. Although BIP is given as the verification source, we don't know which year of BIP was checked. Any further attempt at verification is made much more difficult by the omission of the date.

Special Data: The Goshen Library and Historical Society initiated the request on behalf of an academician. It was judged eligible for referral.

Referral History: The request was reported NIL at the State Library, NOS at the Pioneer Library System, and NIL at the Brooklyn Public Library.

Network Holdings: Teachers College, the Education Library at New York University, and Pioneer Library System hold this request. It is available through Brooklyn's secondary interlibrary network from the Queensborough Public Library. The Mann Library at Cornell University also holds the request, but, according to Cornell's policy of not loaning material with publication dates within three years of the time of the request, they would not have loaned it.

Summary: There was an obvious referral to Teachers College, which has subject responsibility for education, which was not tried. The system was depending too heavily on the public libraries for somewhat specialized material. Teachers College would have been a logical, and successful, choice.

WLS 10-204 FOR 14
NORRIS, EDWIN 891.6 0
ANCIENT CORNISH DRAMA - 2 VOLS.
OX. UNIVERSITY PRESS 1859
LC 42
HASTINGS P. L.
HASTINGS-ON-HUDSON, N.Y. 10706

Citation: It is generally good. In a couple of libraries the title *Ordinalia* is given with *Ancient Cornish Drama* as a subtitle. There is a 1968 reprint available from Bloom Publishers in New York.

Special Data: A nonacademic patron at a public library made the request. It was judged eligible for referral.

Referral History: The request was reported NOS at the State Library. It was referred to Columbia University where it was also reported NOS.

Network Holdings: New York University, Columbia University, and Brooklyn Public Library and through their secondary interlibrary network Queens Borough Public Library hold the request. Cornell holds the 1968 reprint but would not have loaned it, due to their policy of not lending current imprints. The State Library does not own the item in spite of their NOS report which was doublechecked and found to be an error.

Summary: The NYSILL manual states that two NOS reports are sufficient to establish current popular demand for a request. However in the case of a book on Cornish drama printed in 1859, it is hard to believe that there is such demand for this item that NYSILL could not be expected to find a copy on the shelves. This doubt is reinforced by the finding that the NOS report from the State Library is incorrect and should have been NIL. We think that another referral could have been made.

NCLS 10-83-27   329.943   0
NYOMARKAY, JOSEPH
CHARISMA AND FACTIONALISM IN THE NAZI PARTY
MINN., UNIV. OF MINN. PR. 1967
BIP 1967
OGDENSBURG PUBLIC LIBRARY
OGDENSBURG, N.Y. 13669

Citation: It is complete and accurate.

Special Data: A nonacademic patron at a public library initiated this request. It was judged eligible for referral.

Referral History: The State Library reported the request NIL. It was referred to the Pioneer Library System who reported it NIL. It was then referred to Cornell University. This second referral was meaningless. Cornell's policy is to send back unsearched all requests with a publication date within three years of the time of the request. The NIL status they reported is a result of this policy, since our search shows that they do hold this material.

Network Holdings: This request is held at New York Public Library Research Libraries, Columbia University, New York University, Cornell University, Buffalo and Erie County Library, Brooklyn Public Library, and through Brooklyn's secondary interlibrary network at Queensborough Public Library and the New York Public Library Circulation Libraries.

Summary: The Dewey Decimal Code number given on the TWX message indicates that the request is classified under political science. This was the rationale for the referral to Cornell, the subject center for political science. However, because of Cornell's refusal to loan recent material, another routing could have been tried. The request might be classified as sociology or even German History. New York University has subject responsibilities for monographs in both those fields and would have been a logical, and successful, referral.

MYLS 10-206 F-39 190 0
ORAGE A R
NIETZCHE IN OUTLINE AND APHORISM
CHICAGO: MCCLURG 1910
USC 1912
UTICA PUB LIB
303 GENESEE ST UTICA NY 13501

Citation: It is generally complete and accurate. The author's first name should be spelled out (it is Alfred). Different entries are used by some libraries:

Nietzsche, Friedrich Wilhelm
Nietzsche in Outline and Aphorism by A. R. Orage

The "s" has been left out of Nietzsche's name in the TWX message, but it does not seem likely that this would cause serious problems for a search in NYSILL libraries.

Special Data: The request was initiated by a non-academic patron at a public library; it was judged eligible for referral.

Referral History: The item was NIL at the State Library. It was referred to Columbia University, the NYSILL subject center for items in philosophy, where it was also NIL.

Network Holdings: This material is owned by the New York Public Library Research Libraries, Cornell University, the Brooklyn Public Library, and by the Union Theological Seminary Library.

Summary: This request was given up prematurely. A second referral to any of four other NYSILL libraries might have resulted in a loan; at least one of these (Union Theological) is a fairly obvious bet.

MVLA 11-73 3 40 0
PALMER, STUART HUNTER
A PSYCHOLOGY OF MURDER
APOLLO 1962
BIP
INTERLIBRARY LOAN, MOHAWK VALLEY LIBRARY ASSOCIATION
UNION STREET AND SEWARD PLACE
SCHENECTADY, N.Y. 12305

Citation: Although the citation seems complete, it is not. This book was originally published under the title *A Study of Murder*, Crowell, 1960. The full responsibility for discovering such information does not usually fall upon the borrower. However here both the original and revised titles are listed in BIP, the verification source listed by the borrowing library, and should have been given in the citation. The inclusion of the earlier title would have meant a more valid and, in this case, more successful search.

Special Data: A nonacademic patron at a public library made the request. It was judged eligible for referral.

Referral History: The request was reported NIL at the State Library, NIL at Buffalo and Erie County Library, and NOS at Brooklyn Public Library.

Network Holdings: Brooklyn Public Library and New York University hold both the "Study" and the "Psychology" editions. New York Public Library Research Libraries, Columbia University, New York Academy of Medicine, Queens Borough Public Library, New York Public Library Circulation Libraries, Cornell University, Pioneer Library System, Buffalo and Erie County Library, and the State Library hold *A Study of Murder*. If the original title had been given in the citation, any of the referrals might have resulted in loans.

Summary: Even allowing for the incomplete citation, we think that another referral could have been made here. A good possibility which was not attempted was New York Academy of Medicine, subject center for psychology.

MHL 10-800-34
PICK, BERNHARD 200 0
PARALIPOMENA; REMAINS OF GOSPELS AND SAYINGS OF CHRIST. (IN CHRISTIANITY OF TODAY SERIES)
CHICAGO, 1908
BM
ADRIANCE MEM. LIB.
POUGHKEEPSIE, N. Y. 12601

Citation: The only mistake in this citation is the missing publisher, Open Court Publishing Company.

Special Data: The request was made by a nonacademic patron at a public library. It was judged eligible for referral.

Referral History: The State Library, the Pioneer Library System and the Brooklyn Public Library reported this request NIL.

Network Holdings: Two libraries, Union Theological Seminary and Buffalo and Erie County Library, hold this request.

Summary: The problem here is one of routing. Instead of relying solely on public libraries, a referral could have been made to the subject center for religion, Union Theological Seminary, either after or instead of the second public library.

FLLS 11-214 FOR 16 551.5 F
PILKINGTON, ROGER
THE WAYS OF AIR
N.Y., CRITERION, 1962
NUC 1958-62
PECK MEMORIAL LIBRARY
MARATHON, NEW YORK 13803

Citation: The full title should read *The Ways of the Air*. Besides the Criterion edition, there is a British edition, London: Routledge & K. Paul, 1961.

Special Data: A public library initiated this request on behalf of a faculty member. It was judged eligible for referral.

Referral History: The State Library reported the request NIL. It was referred to the Buffalo and Erie County Library and to the Pioneer Library System. Both found it NOS.

Network Holdings: This request is held at the New York Public Library Research Libraries, the Buffalo and Erie County Library, the Pioneer Library System, the Physics Library at Cornell University, and through Brooklyn Public Library's secondary interlibrary network at the New York Public Library Circulation Libraries.

Summary: The system handled this request well. Two of the five potentially successful referrals were hit, and two NOS reports received. According to NYSILL's guidelines two NOS reports render the request ineligible for further referral. Although we disagree in general with this rule, in this case we feel that an adequate job has been done; neither "in circulation" report involved the State Library.

SUNY 11-280 820 F
PLATH, SYLVIA
UNCOLLECTED POEMS
LONDON, TURRET 1965 (TURRET BOOKLET #2)
NUC 1966 5:762
UNIV LIB ROOM 111
SUNY
1400 WASH. AVE.
ALBANY, NY 12203
COPY ACCEPTABLE

Citation:	It is accurate but the place of publication, London, is missing.
Special Data:	A faculty member at SUNY-Albany made this request. It was judged eligible for referral.
Referral History:	NIL reports for this request were received from the State Library, the Buffalo and Erie County Library, and the Brooklyn Public Library.
Network Holdings:	Probably due to the fact that only 150 copies of this booklet were printed, we only found it at one library, Cornell University. They may not have lent this, due to the fact that they refuse to loan material with a publication date within three years of the time of the request. However, the borrowing library has indicated that a copy is acceptable.

Summary: The routing of this request shows excessive dependence on public libraries. We feel that it could have been routed to a university library. The subject centers for English Literature, New York University or the New York Public Library Research Libraries were more likely to fill the request than another public library. Admittedly NYSILL's odds of eventually turning up a loan for this specific request are low. But a higher level library would have been a valid second or third referral.

CLAR 11-43
POIGNANT, RAYMOND 370 F
RELATION F OF EDUCATIONAL PLAS TO ECONOMIC AND SOCIAL PLANNING
UNESCO 1967
BIP 1968
CLARKSON TECH
POTSDAM, N.Y. 13676

Citation: There is an extraneous "F" after the first word of the title which should be deleted. The word "plas" should be "plans." The place of publication, Paris, has been omitted, but with such a well-known publisher, the place is probably unimportant.

Special Data: A faculty member at Clarkson Technical College made the request. It was judged eligible for referral.

Referral History: This request was reported NIL at the State Library and at Teachers College.

Network Holdings: Brooklyn Public Library, the Fine Arts Library at Cornell University, and the Buffalo and Erie County Library hold this request. However Cornell, due to its policy of refusing to loan items with a publication date within three years of the date of the request, could not have supplied this item for loan.

Summary: This item probably deals with city planning or public administration as well as education. In either case Teachers College would be one, but certainly not the only, possible referral, and another try would be in order. Unfortunately, no NYSILL subject guidelines existed in 1968 for city planning or public administration. A possible routing of this request could be to United Nations documents depository collections. The new 1970 routing guidelines for NYSILL would suggest reference to Cornell (city planning) or Teachers' College UNESCO publications.)

MVLA 10-5
REES, PAUL K. & SPARKS, FRED W. 510 (0)
ALGEBRA, TRIGONOMETRY AND ANALYTIC GEOMETRY
MCGRAW 1967
CBI DEC. '67
INTERLIBRARY LOAN, MOHAWK VALLEY LIBRARY ASSOCIATION
UNION STREET AND SEWARD PLACE
SCHENECTADY, N.Y. 12305

Citation: It is accurate and complete.

Special Data: The request came from a nonacademic patron at a public library. It was judged eligible for referral. However, NYSILL guidelines do warn against the referral of textbooks.

Referral History: The item was reported NIL at the State Library and at the Buffalo and Erie County Library. It was NOS at the Brooklyn Public Library.

Network Holdings: Brooklyn Public Library, the Engineering Library at Columbia University, and the New York Public Library Research Libraries hold this request.

Summary: Although this request does not appear to reach into the highest realms of mathematica, it is the kind of item which might be held by high level research libraries. A referral to the subject center for mathematics, Columbia University, is an obvious, and in this case correct, alternative routing pattern.

PLS 11-242-17 636 0
REESE, HERBERT HARSHMAN
THE KELOGG ARABIANS, THEIR BACKGROUND AND INFLUENCE
CALIF., BORDEN 1958
BIP 1968
BROCKPORT-SEYMOUR LIBRARY
49 STATE ST.
BROCKPORT, N.Y. 14420

Citation:	It is accurate and complete.
Special Data:	The request was made by a nonacademic patron at a public library. It was judged eligible for referral.
Referral History:	The request was reported NIL at the State Library. It was referred to the Buffalo and Erie County Library where it was reported NOS.
Network Holdings:	The only NYSILL libraries holding this request are the New York Public Library Research Libraries and the Buffalo and Erie County Library.

Summary: We feel that only one referral is not enough. Any request which is referred by the State Library at all deserves at least two attempts to fill the request. A possible second referral in this case is Cornell, the subject center for zoology. Cornell does not hold this request but it is as good a possibility as any and could have been tried.

The original TWX message for the following request could not be retrieved for this study. The citation is taken from Nelson Associates' computer-based records for NYSILL.

REINHARD, MARCEL
HENRI IV OU LA FRANCE SAUVEE
1943 HACHETTE PARIS

Citation: Since we don't have the original citation for this request, we have no way of knowing how good it was. The computer-based version is certainly complete and accurate as far as it goes.

Special Data: The request was initiated by a public library on behalf of a faculty member. It was judged eligible for referral.

Referral History: The State Library, Pioneer Library System, and Brooklyn Public Library all reported the request NIL.

Network Holdings: New York Public Library Research Libraries, Columbia University, and New York University hold the request.

Summary: The routing of the request reveals excessive dependence on public libraries for specialized material. In this case the subject center for monographs in French History, New York University, could have been tried.

RCLS 10-810-47 445 F
ROBERT, PAUL
DICTIONNAIRE ALPHABETIQUE ET ANALOGIQUE DE LA D ' EDEES
ANY 1 OF THE 4 VOLS.
SOCIETE DU NOUVEAU LITTRE 1953
LC
SULLIVAN CO. COMM. COLLEGE
SOUTH FALLSBURG, N.Y. 12779

Citation: The title has been truncated in the TWX message. The full title reads, *Dictionnaire Alphabetique et Analogique de la Langue Francaise...Les Mots et les Associations d'Idees.*

Special Data: The request was made by a faculty member at Sullivan County Community College. It was judged eligible for referral.

Referral History: The State Library reported the request NIL. It was referred to New York University, the subject center for French Literature, where it was reported WNS.

Network Holdings: This request is available at Columbia University, Brooklyn Public Library, Teachers College, Union Theological Seminary, New York University, Cornell University, the Pioneer Library System, and the Buffalo and Erie County Library in editions dated from 1951 through 1967. The Queens Borough Public Library and the New York Academy of Medicine now hold the 1969 edition, which would not have been available at the time of the study. Since this appears to be a standard reference work, it is unlikely that any of the libraries would have been willing to lend it.

Summary: From the notation on the TWX message, "Any 1 of the 4 Vols.", it looks like the college wanted to look at this book to see whether or not they wanted to buy it. This is not usually considered a legitimate reason for interlibrary loan, although NYSILL policy might be, here as elsewhere, more liberal than national rules. As far as the routing is concerned, another attempt to turn up this request could have been made, but it probably would have been futile because this is a reference book.

The original TWX message for the following request could not be retrieved for this study. The citation is taken from Nelson Associates' computer-based records for NYSILL.

ROSHER, GRACE
BEYOND THE HORIZON
1961 JAMES CLARK & CO. LONDON

Citation: Since we don't have the original citation for this request, we don't have any way of knowing how good it was. The computer record omits a subtitle. The full title reads *Beyond the Horizon; Being New Evidence from the other side of life, communicated by Gordon Burdick in automatic writing.*

Special Data: The request was made by a business or professional patron at a public library. It was judged eligible for referral.

Referral History: Both the State Library and Brooklyn Public Library reported the request NIL.

Network Holdings: The request is unavailable in the system.

Summary: The likely sources for this kind of material are the public libraries. After the unsuccessful referral to Brooklyn Public Library another public library could have been tried.

STLS 11-112-14
RUDEL, HANS
STUKA PILOT
BALLANTINE N.D.
BIP
BRANCHPORT FREE
BRANCHPORT 14418

Citation:	The date, 1958, is missing. This may cause searching difficulties and certainly causes difficulty in verification.
Special Data:	The request was made by a nonacademic patron at a public library. It was judged ineligible for referral.
Referral History:	The State Library reported the request NIL. It was referred to the Pioneer Library System and to Brooklyn Public Library. Both reported it NIL.
Network Holdings:	The New York Public Library Research Libraries and the Buffalo and Erie County Library hold this request.

Summary:	This is a paperback imprint and thus is not, strictly speaking, eligible for referral to NYSILL. Nevertheless the system handled it and handled it well. There is no obvious routing for this kind of popular history. Referral to New York University, which has subject responsibility for monographs in German History, would not have worked. Public libraries are a much more likely source for this type of request.

RCLS 11-277-2 848.91 0
SAINT-EXUPERY, ANTOINE DE
LETTER TO A HOSTAGE
HEINEMAN LONDON 1950
LC
BLAUVELT FR. LIB.
86 S. WESTERN HWY.
BLAUVELT, N.Y. 10913

Citation:	It is accurate and complete. Since the Library of Congress has cataloged it in English as well as in French, we assume a translation does exist.
Special Data:	The request was initiated by a nonacademic patron at a public library. It was judged eligible for referral.
Referral History:	The State Library reported this request NIL. It was referred to the Pioneer Library System and to Columbia University, the subject center for French Literature. Both reported it NIL.
Network Holdings:	This request is available throughout the system in various editions in French under the title *Lettre a un Otage*, at New York Public Library Research Libraries, Columbia University, Brooklyn Public Library, New York University, Pioneer Library System, and the Buffalo and Erie County Library. However no library carries an English translation.

Summary:	The handling of the request was good, but this item is unavailable in the system.

4 CLS 11-134-41 176 (0)
SHULTZ, GLADYS
LETTERS TO JANE -WANT 1948 EDITION ONLY PLS-
LIPPINCOTT 1948
NUC
CHERRY VALLEY MEMORIAL LIBRARY
CHERRY VALLEY, NY 13320

Citation: It is complete and accurate.

Special Data: The request originated at a public library in behalf of a nonacademic patron. It was judged eligible for referral.

Referral History: The State Library reported the request NIL. It was referred to the Buffalo and Erie County Library where it was reported NOS, and to the Brooklyn Public Library where it was found NIL.

Network Holdings: The request was available at the Buffalo and Erie County Library, the Pioneer Library System, Union Theological Seminary, New York Academy of Medicine, Cornell University, and through Brooklyn's secondary interlibrary system at the Queens Borough Library, and the New York Public Library Circulation Libraries. We also found this request at the State Library in spite of their NIL report.

Summary: Although the title is hardly informative as to the nature of this request, this book deals with sexual ethics and morality. There is some indication of this in the Dewey Decimal Code listed on the TWX sheet, 176. This information suggests a different routing for this request, either to the New York Academy of Medicine, subject center for psychology and medicine, or to Union Theological Seminary, subject center for religion.

SLS 11-803 FOR 33 370 0
SIMPSON, RAY H.
TEACH R SELF-EVALALTION PAPER
MAC MILLAN N.D.
BIP 68
SOUTH HUNTINGTON LIBRARY
31 WALT WHITMAN ROAD
HUNTINGTON STATION, NY 11746

Citation: The second word in the title should read "Self-evaluation" rather than "Self evalation." The word "paper" is not part or the title, but refers to the fact that this book is available in a paperback edition. The date, 1966, is omitted.

Special Data: The request was made by a nonacademic patron at a public library. It was judged eligible for referral.

Referral History: The State Library reported the request NIL. It was referred to the Pioneer Library System, who reported it NIL, and the Buffalo and Erie County Library, who reported it NOS.

Network Holdings: This request is held at Teachers College, the Education Library at New York University, Buffalo and Erie County Library, Brooklyn Public Library, and through Brooklyn's secondary interlibrary network, at the Queens Borough Public Library. Cornell University also holds this item. But, due to its policy of not loaning books with publication dates within three years of the time of the request, they would not have filled this request.

Summary: The routing of this request shows excessive dependence on public libraries. After the unsuccessful referral to the Pioneer Library System, the request could have been referred to Teachers College, the subject center for education.

MVLA 10-205 800 0
SITWELL, SIR OSBERT
A LETTER TO MY SON
HOME OR VAN THAL 1944
CBI 43-48
INTERLIBRARY LOAN, MOHAWK VALLEY LIBRARY ASSOCIATION
UNION STREET AND SEWARD PLACE
SCHENECTADY, N.Y. 12305

Citation: The name of the publisher is Home and Van Thal, not "or." The place of publication, London, should have been included.

Special Data: The request was made by a nonacademic patron at a public library. It was judged eligible for referral.

Referral History: The State Library reported this request NIL. It was referred to the Buffalo and Erie County Library and the Brooklyn Public Library, who both found it NIL.

Network Holdings: New York Public Library Research Libraries, Columbia University, and Cornell University hold this request.

Summary: This request reveals excessive system dependence on public libraries for materials which may be held only by scholarly libraries. This request could have been referred to the subject center for monographs in British Literature, New York University, or to one of the other university libraries after or instead of the second public library. Library of Congress cards also indicate that this essay is available in a series called *Horizon*, but several titles exist with that name and the card does not suggest which one applies.

OLS 11-68 FOR16 0 328.2
SKLARE, MARSHALL
THE JEWS; SOC. PATTERNS OF AM. GROUP
0 (BIP)
'58 FREE PRESS.

Citation: The subtitle should not have been abbreviated. "Social" and "American" should have been spelled out to eliminate any possible ambiguity as to their meanings. The line with the date and publisher is out of order in the TWX message and might have been missed.

Special Data: The request was initiated by a business or professional patron at a public library. It was judged ineligible for referral.

Referral History: In spite of its ineligible status, the request was processed by NYSILL. It was reported NOS at the State Library, NOS at the Pioneer Library System, and NOS at the Brooklyn Public Library. Here a third try was made after two NOS reports from the State Library and the Pioneer Library System, in spite of the rule, "Two 'in circulation' reports at any time in the chain of referral shall be interpreted as indicative of popular demand and thus shall render the request ineligible for further referral " (V.1 of the NYSILL manual).

Network Holdings: This request was held at New York Public Library Research Libraries, Columbia University, Teachers College, Union Theological Seminary, New York University, Cornell University, Pioneer Library System, Buffalo and Erie County Library, the State Library, Brooklyn Public Library, or through Brooklyn's secondary interlibrary system from Queensborough Public Library or the New York Public Library Circulation Libraries.

Summary: If only two tries had been attempted, we would again question the State's policy of giving up after two NOS reports. The third NOS outcome is more conclusive, however; it seems that this book was in fact in heavy demand at the time of the request.

RCLS 10-370-63 226.5 S
SMITH, DWIGHT M. JR.
COMPOSITION & ORDER OF THE FOURTH GOSPEL
YALE 1965
CBI
NYACK MISSIONARY COLLEGE
NYACK, N.Y. 10960
DL 12-10-68

Citation: There is only one minor omission. The subtitle, *Bultmann's Literary Theory*, could have been added.

Special Data: The request was made by a student at Nyack Missionary College. It was judged eligible for referral.

Referral History: The request was reported NIL at the State Library. It was referred to the Pioneer Library System who held it but would not send, and to Union Theological Seminary who held it but would not send. The reason for the WNS reports is not clear. This is probably not a standard reference work. At Union Theological Seminary, and possibly at the Pioneer Library System, an explanation may be that this is on reserve as assigned reading for theological students.

Network Holdings: The request is held by the New York Public Library Research Libraries, Union Theological Seminary, Pioneer Library System, and Buffalo and Erie County Library. Columbia University held the request at the time of our search, but did not at the time of the request. Cornell University held it at the time of the request. But according to its policy of not loaning materials with a publication date of fewer than three years from the time of the request, it would not have loaned this item.

Summary: The two WNS reports indicate that this book might not have been available for loan. The correct referral to Union Theological Seminary was not successful and it would be unreasonable to expect more of the system.

SALS 11-18-10 0 940.54
SPEIDEL, HANS
WE DEFENDED NORMANDY
LONDON HERBERT JENKINS 1951
CBI 49-52
CRANDALL LIBRARY
GLENS FALLS, NEW YORK 12800

Citation:	It is accurate and complete.
Special Data:	The request was initiated by a nonacademic patron at a public library. It was judged eligible for referral.
Referral History:	The request was reported NIL at the State Library. It was referred to the Buffalo and Erie County Library and the Brooklyn Public Library. Both reported it NIL.
Network Holdings:	This request is held only at the New York Public Library Research Libraries.

Summary: There is no obvious routing for requests dealing with this kind of the popular history. We feel that the system did as well as could have been reasonably expected. Only luck would have helped to make the one successful referral to the New York Public Library Research Libraries.

NCLS 11-64-68 129.4 0
STEINER, RUDOLPH
REINCARNATION AND KARMA
N.Y., ANTHROPOSOPHIC PR. N.D.
BIP 1968
HARRISVILLE FREE LIBRARY
HARRISVILLE, NEW YORK 13648

Citation: The subtitle, *How Karma Works*, has been left off. But this would not be important to the searching or routing of this request. The date, 1962, has not been given, which may be important to the searching, and is certainly important to the verification of the request.

Special Data: The request was made by a nonacademic patron at a public library. It was judged eligible for referral.

Referral History: The request was reported NIL at the State Library. It was referred to the Buffalo and Erie County Library and the Brooklyn Public Library. Both reported it NIL.

Network Holdings: This request is held only at the New York Public Library Research Libraries.

Summary: There are no NYSILL guidelines for routing occult literature. Although Union Theological Seminary, the subject center for religion, might have been tried, this might not be in their line (Union does hold other work by Steiner). Public libraries were the likely source for this type of request, and the system did all that could have been reasonably expected.

MVLA 11-43 800 0
STEVENSON, DOROTHY EMILY
ALISTER & CO., POEMS
FARRAR 1940
CBI 38-42
INTERLIBRARY LOAN, MOHAWK VALLEY LIBRARY ASSOCIATION
UNION STREET AND SEWARD PLACE
SCHENECTADY, N.Y. 12305

Citation: The word "Poems" is not a part of the title although it is an accurate description of the request. The full name of the publisher is Farrar and Rhinehart, and the place of publication is New York.

Special Data: A nonacademic patron at a public library made the request. It was judged to be eligible for referral.

Referral History: The State Library, Buffalo and Erie County Library, and Brooklyn Public Library all reported the request NIL.

Network Holdings: New York Public Library Research Libraries, Teachers College, and the New York Public Library Circulation Libraries hold the request. An NOS or WNS situation at Circulation would account for the failure of the referral to Brooklyn.

Summary: The routing of the request reveals excessive dependence on public libraries. A higher level library, possibly Columbia University, subject center for American Literature, could have been tried as a second or third referral.

MYLS 10-286 F-29 INELIG 0
TABER GLADYS
STAR TO STEER BY
PHILA: MCRAE SMITH ND
CBI 38-42
POLAND PUB LIB
POLAND NY 13431

Citation:	The date, 1938, has been omitted.
Special Data:	The request was made by a nonacademic patron at a public library. It was judged ineligible for referral, probably because it is a novel. Fiction is ineligible according to NYSILL guidelines.
Referral History:	The State Library, Pioneer Library System, and Brooklyn Public Library reported the request NIL.
Network Holdings:	The New York Public Library Research Libraries is the only library which holds the request.

Summary:	In spite of its ineligible status, the request was given two referrals. The system handled it well. Public libraries were the most likely source for this kind of request.

4 CLS 10-253-33 NV (0)
TERMAN, LEWIS M.
MENTAL AND PHYSICAL TREATS OF A THOUSAND GIFTED CHILDREN
STANFORD 1926
BIP '67
GUERNSET MEMORIAL LIBRARY
NORWICH, NY 13815

Citation: A series note is missing; this is Volume I of the Stanford University Genetic Studies of Genius. This is an important omission, as many libraries catalog this volume only under the series title. The fourth word of the title should be "Traits," not "Treats."

Special Data: A nonacademic patron at a public library made the request. It was judged eligible for referral.

Referral History: The State Library reported the request NIL. Buffalo and Erie County Library reported it NOS. Brooklyn Public Library reported it NIL.

Network Holdings: New York Public Library Research Libraries, the Medical Library at Columbia University, Brooklyn Public Library (and, through Brooklyn, the Queens Borough Public Library and the NYPL Circulation Libraries), New York Academy of Medicine, Teachers College, American Museum, Cornell University, the Science Library at New York University, Pioneer Library System, and Buffalo and Erie County Library all hold the request.

Summary: The request might have been referred to a research library. However, it is so widely held that such a referral is not really obligatory. The missing series title might explain the erronious NIL at Brooklyn.

SUNY 11-90 920 F
TYABJI, HUSAIN BADRUDDIN
BADRUDDIN TYABJI; A BIOGRAPHY
BOMBAY, THACKER 1952
NUC 58-62 45:385
UNIV LIB ROOM 111
1400 WASH. AVE.
ALBANY, NY 12203
PLS REFER TO NNC

Citation: It is accurate and complete.

Special Data: The request was initiated by a faculty member at the State University at Albany. It was judged eligible for referral.

Referral History: The State Library reported this request NIL. It was referred to the Buffalo and Erie County Library and the Brooklyn Public Library. Both reported it NIL.

Network Holdings: This request is held at the New York Public Library Research Libraries and Columbia University.

Summary: This request reveals excessive system dependence on public libraries for what may be scholarly material. In this case, the request certainly should have been referred to a university library. The requester supplied a correct location, the Columbia University Library, which was ignored.

MHL 11-132-34
TYDINGS, K.S. 770 0
NIKON CAMERA
CHILTON COMP. 1961
CBI
ADRIANCE MEM. LIB.
POUGHEEXX POUGHKEEPSIE, N. Y. 12601

Citation: The author's first name should be spelled out; it is Kenneth. Verifying the title required contacting the publisher. The author wrote *The Nikon Guide* in 1957. It was distributed by Greenberg for Amphoto Books of New York. Amphoto was subsequently acquired by Chilton. They retitled the book *The Nikon F-Eyelevel Reflex Guide* in 1962. Another revision came out under the same title in 1964. Then Amphoto bought itself back and is still publishing the title as a paperback. As far as Amphoto knows, Tyidngs has never written a book called *Nikon Camera* and we therefore judge the title to be incorrect.

Special Data: The request was made by a nonacademic patron at a public library. It was judged eligible for referral.

Referral History: The State Library, Pioneer Library System, and Buffalo and Erie County Library reported the request NIL.

Network Holdings: Brooklyn Public Library, Buffalo and Erie County Library, and New York Public Library Circulation Libraries, tapped through Brooklyn, and Pioneer Library System hold *The Nikon Guide*. Buffalo and Erie County Library also holds the *Nikon F-Eyelevel Reflex Guide*. Probably either of these would have filled the request.

Summary: The system handled the request well. The confusion over the title resulted in the failure to fill the request.

PLS 11-62-94 P
WILSON, GRAHAM C. COMP.
LINGUISTICS READER
HARPER & ROW 1967
BIP 1967
EASTMAN KODAK COMPANY
BUSINESS LIBRARY
343STATE STREET
ROCHESTER, N.Y. 14650

Citation:	It is complete and accurate.
Special Data:	The request was made by a professional or business patron at the Eastman Kodak Business Library. It was judged eligible for referral.
Referral History:	The request was reported NIL at the State Library. It was referred to the Buffalo and Erie County Library and to the Brooklyn Public Library. Both reported it NIL.
Network Holdings:	NYSILL libraries holding this request are Columbia University, New York University, Cornell University, the Pioneer Library System, and Brooklyn Public Library. Brooklyn might also have supplied it through its secondary inter-library system from the Queens Borough Public Library. The fact that Brooklyn reported it NIL suggests that, because of the 1967 publication date, it might still have been in processing at the time the request was made. Alternatively, an error in searching or reporting of status could have been made at Brooklyn. If the item was then sent on by Brooklyn to Queens, the item might have been in circulation or in processing at Queens. The possibility that both of these libraries would have mistakenly reported it NIL seems unlikely.

Summary:	The routing of this request reveals an excessive dependence on public libraries for what seems to us potentially scholarly material. We feel that a university library should have been tried, either after or instead of the second public library. There is no NYSILL subject center for linguistics. Nevertheless, all the university libraries do hold this request.

MYLS 11-148 F-7 301 0
WOOD F C
SEX AND THE NEW MORALITY
NY: ASSOC PR ND
BIP 68
SULLIVAN FREE LIB
319 MC DONNELL ST CHITTENANGO NY 13037

Citation: The author's surname, Frederic, should be spelled out rather than initialized, especially with a common name like Wook. The date, 1968, has been omitted.

Special Data: This request was initiated by a non-academic patron from a public library. It was judged eligible for referral.

Referral History: The request was reported NIL at the State Library. It was referred to the Pioneer Library Syster, where it was NIL, and to the Buffalo and Erie County Library, where it was reported NOS.

Network Holdings: At the time of our search, the request was held at Columbia University, the Brooklyn Public Library, the Buffalo and Erie County Library, the Pioneer Library System, and the State Library. The discrepancy between our search and the NIL reports from the Pioneer Library System and the State Library is probably due to the fact that this book, because of the late publication date, was not available at the time the request was made. The NOS report from the Buffalo and Erie County Library may have resulted from preliminary filing and cataloging of books on order.

Summary: This request apparently was not available in November, 1968, when the request was made and, thus, could not have been filled.

4 CLS 10-83-21 (0)
WOOD, KATHERINE
HERE'S HOW: TO USE ODDS AND ENDS FOR FUN AND PROFIT
MC KAY
0-BIP NV
ROXBURY PUBLIC LIBRARY
ROXBURY, NY 12474

Citation:	There are two errors in this citation--one minor, one major. The author's first name is misspelled; it should be Katharine. But, more important, the date, 1968, is not given. This can cause searching difficulty, especially since this request has not been verified by the borrowing library.
Special Data:	The request was made by a nonacademic patron at a public library. It was judged eligible for referral.
Referral History:	The request was reported NIL at the State Library. It was referred to Buffalo and Erie County Library and to the Pioneer Library System. Both reported it NIL.
Network Holdings:	At the time of our search, this book was held by the Brooklyn Public Library, the Buffalo and Erie County Library, and the Pioneer Library System.

Summary:	This request was apparently not available at the time the request was made. The late publication date would account for the NIL reports by the Buffalo and Erie County Library and the Pioneer Library System in Fall, 1968, and the fact that they do hold this request now.

STLS 10-153-1 974 0
WOOD, WILLIAM.
NEW ENGLAND'S PROSPECT
FRANKLIN, B. 1966
BIP
STLS 215 W. PULTENEY ST
CORNING 14830

Citation: This citation appears to be complete. However, it is misleading. This book was written and first published in 1634. The 1966 edition requested here is only one in a long line of reprints. The inclusion of the original date would have made the citation a more useful guide for searching; the best strategy would be to give the original date and then specifically indicate that reprints are available. There is also a minor error in the title. It should read England, rather than England's.

Special Data: The request came from a nonacademic patron at a public library. It was judged eligible for referral.

Referral History: The request was reported NIL at the State Library. It was referred to the Pioneer Library System and to the Brooklyn Public Library. Both reported it NIL.

Network Holdings: The specific edition given on the TWX message is only held at the New York Public Library Research Libraries. However, many editions are available throughout the system. New York Public Library Research Libraries, Columbia University, Brooklyn Public Library, Teachers College, Union Theological Seminary, American Museum of Natural History, and the State Library all have copies, some dating back as far as 1790. Columbia University, Cornell University, and Buffalo and Erie County Library have copies on microfilm.

Summary: The State Library and Brooklyn Public Library reported this request NIL because they didn't hold the 1966 Franklin edition, although they both held other editions. However, the borrower does not specify "only" the Franklin edition. A microfilm reprint or photocopy of one of the earlier editions might have sufficed. In any event, the edition problem could have been reported back to the State Library and/or the borrower. This would have clarified the status of the request and enabled the borrower to determine whether or not a microfilm copy would meet his needs.

UN11-140 200 S
ZIMMERN, HEINRICH
THE BABYLONIAN AND THE HEBREW GENESIS
LONDON D NUTT 1901
LC 1948
UNION COL LIB
SCHENECTADY, NY 12308

Citation: There are two minor omissions in the citation, the name of the translator, J. Hutchison, and a series note, number III in "The Ancient East." Neither would have prevented a thorough search.

Special Data: This request originated at Union College in behalf of a student. It was judged eligible for referral.

Referral History: The request was reported NIL at the State Library. It was referred to the Buffalo and Erie County Library where it was NIL, and to Union Theological Seminary, the subject center for religion, where it was again found NIL.

Network Holdings: We found this book to be held by the New York Public Library Research Libraries, Columbia University, Union Theological Seminary, and Cornell University.

Summary: There is a discrepancy between our search and the search by Union Theological Seminary. The NYSILL routing to Union Theological Seminary was correct according to the subject guidelines used by NYSILL and should have resulted in a loan.

SLS 10-947 FOR 5 620 P
ZWENG, CHARLES H.
AIRFRAME AND POWERPLANT MECHANIS RATING 22ND ED.
PAN. AM. NAVIGATION SERVICE 1967
BIP 67
BAY SHORE LIB.
1 SOUTH COUNTRY RD.
BRIGHTWATERS, N.Y. 11718

Citation: No place of publication was supplied; there is a minor typographical error in the title, and the subtitle, *A Guide to the FAA Ratings*, has been omitted altogether. This title is in BIP '67 and could not be found in NUC 1963+.

Special Data: The material was requested for a professional (but non-academic) patron at a local public library on Long Island. It was judged eligible for referral.

Referral History: The request was NIL at the State Library. It was referred to Cornell, which reported it WNS. In this case, Cornell was referring to a restriction in its lending policy which stipulates that material less than three years old cannot be sent out of the library; the request was not searched (Cornell does not hold this item). The request was then sent to the Engineering Societies Library, which reported it NIL.

Network Holdings: No NYSILL library appears to hold the 22nd edition of this guide; however, the Buffalo and Erie County Library has the 23rd (1968) edition, which might have provided an adequate response. As with other 1968 publications, it is possible that BECL may not have had this item available at the time the request was made. An old edition of the guide (1962) is held by the New York Public Library Circulation Libraries, tapped in NYSILL through Brooklyn referrals.

Summary: This request was given up prematurely. The referral to Cornell is irrelevant because of that institution's lending policy for recent materials. The referral to the Engineering Societies is reasonable; however, it is not the only possible resort. NYSILL provides no good subject guidelines for materials of this sort (paraprofessional technical handbooks), but it is reasonable to expect them to be held by a large public library.

SERIAL REQUESTS

UN11-200 332 S
BANK FOR INTERNATIONAL SETTLEMENTS, BASEL, ANNUAL REPORTS
V 37 6/67
UNION COL LIB
SCHENECTADY, NY 12308
AVAILABLE AT NY PUB, COLUMBIA

Citation: It is accurate and complete.

Special Data: The request was made by a student at Union College. It was judged eligible for referral.

Referral History: The request was found NOS at the State Library. It was referred to the Buffalo and Erie County Library and to New York University, the subject center for economics. Both libraries would not send.

Network Holdings: The request was widely held. New York Public Library Research Libraries, the Law and Business Libraries at Columbia University, New York University, Cornell University, the Buffalo and Erie County Library, the State Library, and the Brooklyn Public Library all hold this series. Brooklyn might also have supplied it through their secondary interlibrary loan system from the Queens Borough Public Library.

Summary: The fact that both a public and a university library refused to loan this material suggests that it may not have been available for loan anywhere in the system. A microfilm copy could now be supplied from any of the holding libraries, particularly from those which the borrower correctly indicated on the TWX message New York Public Library Research Libraries and Columbia University. However, microfilm may not have been available for this number at the time of the original referral. Most libraries would be reluctant to loan the most recent copy of such a serial.

SUCP 10-238-1 (S)
CATHOLIC BIBLICAL QUARTERLY
V. 17 JUL. 1955 PP. 403-419
BROWN, RAYMOND E.
"THE QUMRAN SCROLLS AND THE JOHANNINE GOSPEL AND EPISTLES"
VERIF INDEX TO RELIGIOUS PERIODICALS 1955-56 V. 3 P. 37
STATE UNIV COLLEGE LIBRARY, INTERLIBRARY LOAN
POTSDAM, N.Y. 13676

Citation:	it is complete and accurate.
Special Data:	The material was requested for a student at SUNY-Potsdam; it was judged eligible for referral.
Referral History:	The request was reported NIL at the State Library. It was then referred to Union Theological Seminary, where it was NOS.
Network Holdings:	This title and number is held by Union Theological, New York Public, the Buffalo and Erie County Library, and Cornell University.

Summary:	We judge that this request was given up prematurely. Although Union Theological was clearly the best source, an NOS report at that library should not preclude a second referral to another strong research library.

MHL 11-182-61 200 F
CIVILTA CATTOLICA
VOL.115, JULY 17 1964, PAGING UNKNOWN
SCURANI, A
IL MALE OSCUSO
VASSAR COLLEGE LIBRARY
POUGHKEEPSIE, N.Y. 12001
ULRICH IN NNUT, NNC, NN

Citation: The pagination is missing. However, in this case, it doesn't make any difference in the quality of the citation. This article does not appear in the July 17, 1964 issue, nor in any issue of Volume 115.

Special Data: The request was made by a faculty member at Vassar College. It was judged eligible for referral.

Referral History: The request was reported NIL at the State Library. It was then referred to the New York Public Library Research Libraries where the citation was found to be inadequate.

Network Holdings: *Civilta Cattolica* is held at the New York Public Library Research Libraries, at Columbia University, at the Brooklyn Public Library, at the Union Theological Seminary, and at Cornell University. However, since the article requested does not appear in the periodical, information regarding *Civilta Cattolica* holdings will not result in a filled request.

Summary: This request could not have been filled because of the faulty citation.

UN11-330 330 S
FINANCIAL ANALYSTS JOURNAL
MAY 1955 P 3
LAMBOURNE, RICHARD
IS IT ANOTHER 1929 IN THE MARKET?
UNION COL LIB
SCHENECTADY,NY 12308
AVAILABLE AT CORNELL, NY PUB, COLUMBIA

Citation: In 1955 the name of the *Financial Analysts Journal* was the *Analysts Journal*. The pagination is incorrect; it is not page 3 but pages 19-25.

Special Data: A student at Union College initiated the request. It was judged eligible for referral.

Referral History: The State Library reported the request NOS. It was referred to Buffalo and Erie County Library and Brooklyn Public Library; both reported it NIL.

Network Holdings: The Business Library at Columbia University, the Commerce Library at New York University, Cornell University, and the State Library hold the request. The Business Library at Brooklyn Public Library also holds the request. However searchers at Brooklyn Public Library use the public catalog, which does not include Business Library holdings. Thus items held only at the Business Library (for example this request) don't get tapped for NYSILL loans by a referral to Brooklyn. This explains the NIL report from the Brooklyn Public Library.

Summary: The routing of the request shows excessive system dependence on public libraries. The subject center for serials in economics, New York Public Library Research Libraries, was a good possibility and could have been tried. There were three suggestions given on the TWX form which were ignored in routing the request; one of these was erroneous.

NIC 11-18 PHOTOCOPY
KNIGA I REVOLIUTSIIA. LENINGRAD. VOL. 4, NO. 16 (1922)
P. 49. TOMASEYSKIJ, BORIS. REVIEW ARTICLE OF"RAZVERTYVANIE SJUZETA:
BY VIKTOR SHKLOVSKII.
VERIF: SHELDON, RICHARD. VIKTOR SHKLOVSKY; LIT. THEORY...PH.D.
(1967) U.OF MICH., P. 150; (S) ULS 3:2300 LISTS NN
REF. DEPT., CORNELL UNIV. LIB., ITHACA, NY 14850

Citation:	It is complete and accurate. The title of the serial translates as Books and Revolution.
Special Data:	A student at Cornell University made the request. It was judged eligible for referral.
Referral History:	Both the State Library and New York Public Library Research Libraries reported the request NIL.
Network Holdings:	New York Public Library Research Libraries and Columbia University hold a copy of the request. The copy at New York Public Library is on microfilm.

Summary:	Our search shows that New York Public Library Research Libraries might have been able to supply a copy of the request. An obvious second referral was to Columbia University, subject center for Slavic materials.

SLS 10-1407 FOR 41 610 0
LANCET. 2
1967 (PROBABLY AUGUST VOL.2 PGS 368+
HUGGERS ET AL
GLUCOSE IN BLOOD AND URINE
SUNY ULS V. 1967 P. 583
STATE U. OF N.Y. AT STONY BROOK
LIB. REFERENCE DEPARTMENT
STONY BROOK, N.Y. 11790

AT CORNELL , COLUMBIA, AND NY PL

Citation: The place of publication is omitted in the citation, important here because several *Lancets* exist. The *Lancet* published in London and New York is probably the one intended in this citation. However, this article does not appear in the August, 1967 issue, nor in any 1967 issue, nor can it be verified at all in *Index Medicus*, 1966-68.

Special Data: The request originated at the State University at Stony Brook for a nonacademic patron. It was found eligible for referral.

Referral History: The request was reported NOS at the State Library. The *Lancet* is a medical journal. Thus, it was referred to the New York Academy of Medicine Library. There the citation was found inadequate.

Network Holdings: The *Lancet* is available at the New York Public Library Research Libraries, at the Medical School Library at Columbia University, at the Teachers College Library, at the New York Academy of Medicine Library, at the Medical School Library at New York University, at the Cornell University Library, and at the State Library. However, knowledge of these holdings is unimportant, as the specific article desired by the patron cannot be found in the journal.

Summary: This request could not have been filled because of the poor citation.

NIC 10-25 PHOTOCOPY
LITERATURNAIA MYSL'. ALMANAKH. LENINGRAD. VOL. 1 (1922)
PP. 91-138. VINOGRADOV,V. O SIMVOLIKE A. AKHMATOVOI.
VERIF: MURATOVA, II, #2349; (F) ULS LISTS AT NN
REF. DEPT., CORNELL UNIV. LIB., ITHACA, NY (TOMPKINS) 14850

Citation: It is accurate and complete.

Special Data: A faculty member at Cornell University made the request. It was judged eligible for referral.

Referral History: The State Library reported the request NIL. It was referred to New York Public Library Research Libraries, as suggested by the TWX message. They would not send: the request exceeded the limit of twenty-five pages of material normally allowed for photocopying. If the borrower had indicated willingness to pay for the forty-eight pages of copy, New York Public Library probably would have considered filling it.

Network Holdings: The request is available at New York Public Library Research Libraries and Columbia University.

Summary: Although the suggested referral to New York Public Library Research Libraries was unsuccessful, a referral to another library might have resulted in loan. Columbia, the subject center for Slavic materials, was a fairly obvious second referral. Since they do have subject responsibility for Slavic materials, Columbia might have been able to photocopy the full forty-eight pages of the request.

BNL 11-31 570 P
LUMBERMAN
V 211, 12/15/65. PP. 158-161
FREYE, J.S.
IRRADIATED WOOD. WHAT IS IT. WHAT IT CAN DO.
UNABLE TO VERIFY
RESEARCH LIBRARY BROOKHAVEN NATIONAL LABORATORY
UPTON NEW YORK 11973

Citation: We were unable to find a *Lumberman* which matched the specifications given here. The *Lumberman* published in Seattle, Washington is now called *Forest Industries*. We had this searched at the National Agricultural Library for all of 1965, which was Volume 92, not Volume 211. Neither this article nor, indeed, any article by this author could be found. Another publication called *Lumberman* published in Manila was also checked for 1965 but the article wasn't there either. The author, J.S. Freye, was searched in three periodical indices, Biological and Agricultural Index, 1964-1967, Bibliography of Agriculture, 1965-1967, and Nuclear Science Abstracts, 1965-1967. All show nothing for this author. Thus, although the citation seems complete, it cannot be found or verified with the information given here.

Special Data: A professional or business patron at the Research Library at Brookhaven National Laboratory made the request. It was judged eligible for referral.

Referral History: Both the State Library and New York Public Library Research Libraries found the request to have an inadequate citation.

Network Holdings: Both the State Library and New York Public Library Research Libraries hold the Seattle *Lumberman*. However the serial does not seem to be the one requested and neither library could have filled the request.

Summary: There is no way to fill the request in the NYSILL system. Possibly there is no way to fill the request at all.

UNIO-712 600 S
MODERN ENGINEER
V 76 FEB '37 P. 182-4
WIND ELECTRIC INSTALLATION AND ITS PROBLEMS
VER IN HANDICRAFT INDEX
UNION COL LIB
SCHENECTADY,NY 12308
AVAILABLE AT ENGINEERING SOCIETIES LIBRARY

Citation: it is neither complete (the author of the piece is not given; it should be A. H. Avery) nor is it accurate: the serial title is actually *Model Engineer*.

Special Data: The request was initiated by Union College on behalf of a student. It was judged eligible for the NYSILL referral network.

Referral History: The item was reported NIL at both the State Library and at the Engineering Societies Libraries.

Network Holdings: Both the State Library and the Engineering Societies hold this item, and would probably have supplied it had the citation been correct. The NYPL Research Libraries also hold this material.

Summary: This is clearly a case of a bad citation, perhaps as a result of misinterpreting an abbreviated reference (*Mod. Engr.*)

S&T
10-24
NEW JERSEY. AGRICULTURAL EXPERIMENT STATION, NEW BRUNSWICK. PLANT DISEASE NOTES
V. 10, PP. 43-46 DATE UNKNOWN
PIRONE, P.D."
SPHAEROPSIS ELLISSII ON CONIFERA.
CANNOT VERIFY EXCEPT ON LC CARD IN UNION CATALOG.
LIBRARY
SUNY COLLEGE OF FORESTRY
SYRACUSE, NEW YORK 13210

Citation: This is the 1932 title for this serial; since then it has changed several times. The "Date Unknown" should be April, 1932. This information comes directly from the Experiment Station in New Brunswick, which was called after other verification attempts failed to produce results.

Special Data: The request originated at the SUNY College of Forestry. It was judged eligible for referral.

Referral History: The State Library reported the request NIL. It was referred to Cornell University where it was found to have an inadequate citation, probably due to the missing date.

Network Holdings: The Agricultural Experiment Station said that land-grant colleges, like Cornell, should hold this material. However a recheck by Cornell shows that they do not hold the request, nor do other NYSILL libraries.

Summary: The report of an inadequate citation by the subject center for agriculture and botany, Cornell, is sufficient reason to drop the request. The system did as much as it could be expected to do. This is probably an example of a request which might better have been handled by direct, mailed interlibrary loan from the SUNY College of Forestry to Rutgers University, rather than recourse to NYSILL.

CLAR 11-3
NIPPON KAGAKU ZASSHI 540 F
V. 87 1966 P. 84-6
YUKAWA, Y. AND M. SAKAI
STYREVE WITH LEAD TETRAEARBOXYLATES....
VERIFIED IN CHEMICAL ABSTRACTS V. 65 1966 ABS. 15263 E
CLARKSON TECH
POTSDAM, N.Y. 13676

Citation:	This request is also catalogued under the English name, the Journal of the Chemical Society of Japan--Pure Chemistry Section.
Special Data:	A faculty member at Clarkson Technical College made the request. It was judged eligible for referral.
Referral History:	Both the State Library and the Engineering Societies Library reported the request NIL.
Network Holdings:	New York University and Cornell University hold the request. The Engineering Societies Library holds the Industrial Chemistry Section, but not the Pure Chemistry Section. The Union List of Serials indicates a holding at the New York Academy of Medicine but we couldn't find it there.
Summary:	We believe that another referral could have been made. There was an obvious second referral to Cornell, the subject center for chemistry, which would have been successful.

MHL 11-342-66   610   S
NOUVELLE REVUE FRANCAISE D'HEMATOLOGIE
V. 5(4) 1965 PP 663-675
POLICARD, A.
THE PROBLEM OF LYSOSOMES IN RAT LIVER, A CRITICAL REVIEW.
BARD COLLEGE LIB.
ANNANDALE ON HUDSON, N.Y. 12504
NST IN NN

Citation:	It is correct except that the article is in French and the title should read "le Probleme des Lysosomes." The English title, which is more detailed, was probably obtained from a medical abstract (but not *Index Medicus*) or reference in another work.
Special Data:	A student at Bard College made the request. It was judged eligible for referral.
Referral History:	The request was reported NIL at the State Library and NOS at the New York Academy of Medicine.
Network Holdings:	The Medical Library at Columbia University, the Medical Library at New York University, Cornell University, and the New York Academy of Medicine hold the request.

Summary:	Although there was no obvious referral after the Academy of Medicine, we think that another research library could have been tried as a second referral. Possibly New Serial Titles or the Union List of Serials could have been used to determine other locations in the NYSILL system.

SLS 11-93 FOR 8 001 0
ODDS AND BOOKENDS
VOL. 44 WINTER 1964 PGS 13-18
HACKER, H.S.
RECIPROCAL BORROWING PRIVILEGES IN THE MONROE COUNTY LIBRARY SYSTEM
LIB. LIT 1964-66
ENTER MORICHES LIB.
;529 MAIN ST.
CENTER MORICHES, N.Y. 11934

Citation: as given, it is complete and accurate. It would be preferable to spell out the author's first name (Harold).

Special Data: The request was initiated by a non-academic patron at a public library on Long Island. The request was judged eligible for referral to NYSILL; consideration might have been given to a direct request, in this particular case, to the Nassau Library System, which publishes *Odds and Bookends*.

Referral History: The request was reported NIL at the State Library. The NYSILL system provides no subject referral center for library science; Columbia University provides a logical referral site for such material, however, and the request was sent to that library. At Columbia the item was NOS.

Network Holdings: As indicated in the original referral data, this serial is held by Columbia's Library Service School. It is also available at the New York Public Library Research Libraries. No other system library holds the item; however, the Brooklyn Public Library might have supplied it through the use of its secondary interloan network, since the periodical is also held by the Queens Public Library.

Summary: This request was given up prematurely. By its very nature it is something that the NYSILL system ought to be able to find. Given the NYPL's periodical strength, a second subject referral there would seem logical and would have been successful. The NYSILL system personnel could also have taken the lead in inviting the Nassau system to make a loan or photocopy (5 pages) as a courtesy.

CCLS 10-170 FOR 15 610 S
ORVOSI HETILAP
VOL 107, OCT 30, 66, P. 2090-2092
FEKETE, S.
SEMMELWEIS
VER IN IND MED
JAMES PRENDERGAST FREE LIB
JAMESTOWN, N.Y. 14701

SUNY SERIAL LIST- MED RESEARCH LIB, BROOKLYN HAS

Citation: The author of the article is not S. Fekete. Fekete is his first name and Sandor is his surname. The full name of the article should be "Semmelweis es Pasteur." The place of publication is Budapest.

Special Data: The request originated at a public library and was made on behalf of a student. It was judged eligible for referral.

Referral History: Both the State Library and Brooklyn Public Library reported the request NIL. It was probably referred to Brooklyn because of the note on the TWX message. However, the Medical Research Library is not associated with the Brooklyn Public Library. It is part of the SUNY biomedical network.

Network Holdings: The Medical Library at Columbia University and the New York Academy of Medicine hold the request.

Summary: There was an obvious second referral here, to the New York Academy of Medicine, subject center for medicine. If it wasn't clear that this was a medical journal from the titles, the Dewey Decimal number given here classifies it with the medical sciences.

UNIO-272 300 S
RECONSTRUCTIONIST
V 29 OCT 4 1963 P 7-15
UNION COL LIB
SCHENECTADY, NY 12308
TRY NEW YORK PUBLIC

Citation:	Although the rest of the citation is correct, the article author and title are missing. Pages 7-15 contain the article, "Can Zionism Reconstitute the Jewish People?" by Mordecai Kaplan. Although the request could have been filled without this information, there is no way for the librarian to know whether or not the right material is being sent if it isn't given. The Dewey Decimal subject classification number was probably a guess on someone's part. It should be 200 for religion, not 300.
Special Data:	A student at Union College made the request. It was judged eligible for referral.
Referral History:	The State Library and Buffalo and Erie County Library reported the request NIL. New York University reported it NOS.
Network Holdings:	New York Public Library Research Libraries, Columbia University University, and New York University hold the request.
Summary:	The incorrect Dewey Decimal code given on the TWX message probably led to a misroute. The subject of the serial is Reconstructionist Judaism, not post-Civil War history. As a result a referral could have been made to Union Theological Seminary, subject center for religion, instead of New York University, subject center for U.S. history. The Seminary holds a few issues of this title although not the particular number needed for the request.

SUNY 10-142   840   F
REVUE D'HISTOIRE LITTERAIRE DE LA FRANCE
VOL. 57 1957 PP. 45-65; 178-195
VIAL, A.
DE "VOLUPTE A L'EDUCATION SENTIMENTALE. VIE ET AVATARS DE
THEMES ROMANESQUES
BIB DER FRANZOSISCHEN LIT.   1956-58-*
UNIV LIB ROOM 111
SUNY
1400 WASH. AVE.
ALBANY, NY 12203
ULS 3RD P. 3632 NN, NIC, NNC

Citation: There is only one minor omission in the citation. The author's full first name should be given; it is Andre. Otherwise it is accurate.

Special Data: The request was initiated by a faculty member at the State University at Albany. It was judged eligible for referral.

Referral History: The State Library found this request NIL. It was referred to the Buffalo and Erie County Library and to the New York Public Library Research Libraries. Both reported it NIL.

Network Holdings: As the TWX message indicates, this serial is held by the New York Public Library Research Libraries, Cornell University, and Columbia University. It may also be found at the State Library.

Summary: Although both the State Library and the New York Public Library Research Libraries reported this request NIL, we found that both libraries hold this serial. The request could have been filled immediately at the State Library, thus eliminating the need for NYSILL network referrals. If, however, the request did require referral, the obvious routing was to the subject center for French Literature, Columbia University.

SUBL 10-56 700 F
ROEMISCHES JAHRBUCH FUS KUNSTGESCHICHTE. ROME, 1938.
PAESLER, WILLIAM, "ROMANISCHE WELTGERICHTETAFEL IM VATIKAN (ETC.)"
PP. (?)
VERIF: ULS 3RD.ED. V.4,P.3701,C.1.
SUNY AT BUFFALO, LOCKWOOD LIB.,INTERLIBRARY LOANS, BUFFALO,N.Y. 14214
REMARKS: ULS LOCATIONS: NN, NNC

Citation: it is accurate, except for one minor error in the serial title (*fus* should be *fur*); pagination apparently could not be supplied, and the volume number is missing (it should be Vol. II). This citation translates as "Romance Paintings of the Last Judgement. "Roe..." may also be "Rö"; the two are interchangable in some catalogs (as they are, for example, at the Library of Congress), but are filed separately in others.

Special Data: The request was made for a faculty member at the SUNY-Buffalo campus. It was judged eligible for referral beyond the State Library.

Referral History: The item was NIL at the State Library. It was referred to the New York Public Library Research Libraries and to Columbia University. Both owned the requested material; neither was willing to loan it.

Network Holdings: NYPL and Columbia are the only NYSILL libraries holding this item.

Summary: The only libraries in the system which could have loaned this item refused to do so. The system performed adequately; the borrower might have considered an explicit request for photocopy or microfilm.

CLAR 11/53
STUDI SULL' ORIENTE E LA BIBBIA 200 F
OFFERTI AL P. GIOVANNI RINALDI
GENOA 1967
P. 12-24
GARBINI, G.
SULL' ORIGINE DI EZECHIELE 28
MENTIONED IN ZEITSCHRIFT FUR DIE ALTTESTAMENTILICHE WISSENSCHAFT OCT.68
CLARKSON TECH
POTSDAM, N.Y. 13676

Citation: The full title should read *Studi Sull'Oriente e la Bibbia. Offerti al p.Giovanni Rinaldi nel 60 compleanne da allievi, colleghi, amici.* It translates as Studies of the Orient and the Bible offered to father Giovanni Rinaldi on his 60th birthday by his pupils, colleagues, and friends. The author and title of the specific article request should read Giovanni Garbini, *Sull'Origine di Ezechiele XXVIII.* It translates as On the Origin of Ezekiel XXVIII. The paging for the article is wrong. It is not pages 12-24, but 311-315. This mistake was an important one, as there is no table of contents or index or any way of finding the correct pagination except by paging through the entire book. The publisher, Studio e Vit, should have been included.

Special Data: The request was made by a faculty member at Clarkson Technical College. It was judged eligible for referral.

Referral History: The State Library reported the request NIL. It was referred to Union Theological Seminary where it was also reported NIL.

Network Holdings: Columbia University and Cornell University are the only NYSILL libraries which hold the request. However Cornell does not lend materials which appear within three years of the time of the request and so would not have supplied it.

Summary: Although there was no obvious referral after Union Theological Seminary, subject center for religion, another research library could have been tried as a second referral.

NYS LIB ALBY

CORNELL LIBS
HAVE A NYSILL REQUEST

NIC 10-5 LOAN 10/7/68
TELEVISION BUREAU OF ADVERTISING, INC.
SPOT TELEVISION ADVERTISING EXPENDITURES. ANNUAL REPORT (1963)
NEW YORK, 1963.
VERIF: NST LISTS AT NB (S)
ADDR: REF DEPT., CORNELL UNIV. LIB., ITHACA, NY (TOMPKINS) 14850

Citation:	It is accurate and complete.
Special Data:	A student at Cornell University made the request. It was judged eligible for referral.
Referral History:	The State Library reported the request NIL. It was referred to Brooklyn Public Library who also reported it NIL.
Network Holdings:	The Commerce Library at New York University, the Business Library at Cornell University, and the Business Library at Brooklyn Public Library hold the request. However Brooklyn searchers use the public catalog, which does not include Business Library holdings. Thus items held only at the Business Library (for instance this request) don't get tapped by a referral to Brooklyn Public Library for NYSILL loans.

Summary:	We believe that every request with a workable citation deserves at least two referrals. In this case the second referral might have been made to New York University or New York Public Library Research Libraries, subject centers for economics.

SUNY 11-216 020 S
THOTH (SYRACUSE UNIV DEPT OF ENGLISH)
V.8 NO.2 SPRING 1967 PP 98-99
HUDSPETH, ROBERT ED.
THE THOTH ANNUAL BIBLIOG OF STEPHAN CRANE SCHOLARSHIP
ABSTR OF ENG. STUDIES JAN 1968 V.1 P.50 #318
UNIV LIB ROOM 111
SUNYA
1400 WASH AVE
ALBANY NY 12203
NN NNC

Citation: It is accurate and complete.

Special Data: A student at SUNY at Albany initiated the request. It was judged eligible for referral.

Referral History: The request was reported NIL at the State Library, WNS at New York Public Library Research Libraries, and NOS at Columbia University. The WNS report from New York Public Library is actually incorrect. At the time the request was "in bindery" and was not available. If it had been on the shelves New York Public Library informs us that a photocopy of the two-page request certainly would have been sent.

Network Holdings: New York Public Library Research Libraries, Columbia University, and Brooklyn Public Library hold the request.

Summary: The request was handled well. The correct routing suggestions given by the borrowing library were followed.

GOVERNMENT DOCUMENT REQUESTS

TECHNICAL REPORT REQUESTS

SUNY 10-222 336 S
JAMAICA. DEPT. OF STATISTICS
NATIONAL ACCOUNTS: INCOME AND EXPENDITURES, 1943-
KINGSTON 1953-54
NUC 1964 3:1129
UNIV LIB ROOM 111
SUNY
1400 WASH. AVE.
ALBANY, NY 12203

Citation: If the borrower wanted this document for the year 1943, the edition printed in 1953 will not fill the request. The years 1943-46 are covered in the edition printed in 1948. If the borrower wanted the edition printed in 1953-54, then the 1943- date is nonspecific and misleading.

Special Data: The request was made by a student at the State University of New York at Albany. It was judged eligible for referral.

Referral History: The State Library, Buffalo and Erie County Library, and New York University reported the request NIL.

Network Holdings: New York Public Library Research Libraries and Columbia University hold the 1948 edition and the 1953 edition. Cornell University holds only the 1953 edition.

Summary: New York University is the subject center for monographs in economics; New York Public Library Research Libraries handles serials in economics for NYSILL. This annual report is classed as a government document serial, and ought to have been routed to NYPL. Even with this, librarians might well question exactly which edition is requested here, and therefore refuse to lend on grounds of inadequate citations.

R10-62
U.S. DEPT. HEW CHILDREN'S BUREAU PUB #437
STANDARDS FOR JUVENILE AND FAMILY COURTS... BY WILLIAM H. SHERIDAN
1966
R10-62
SKIDMORE COLLEGE
SARATOGA SPRINGS, N.Y. 12866

Citation: It is generally accurate. Although the Government Printing office might have been mentioned, the inclusion of "Dept. HEW" is probably sufficient. In one library this item is only catalogued as Publication #437, rather than as a separate title entry. In this case it is bound with the other 1966 Children's Bureau publications.

Special Data: This request originated at Skidmore College. It was judged eligible for referral.

Referral History: The request was reported NOS at the State Library. It was referred to Columbia University where it was also reported NOS. The NYSILL manual states: "Two 'in circulation' reports at any time in the chain of referral shall be interpreted as indicative of popular demand and thus shall render the request ineligible for further referral," (V.1). Because of this rule, the request was given up after Columbia reported the second NOS.

Network Holdings: This request is held at New York Public Library Research Libraries, Columbia University, and the State Library.

Summary: We feel that two NOS reports are not sufficient reason to give up the request. Especially in the case of this request, a government document, at least one more library could have been tried.

SUNY 10-232 970 S
U.S. TREATIES, ET. 1961 (KENNEDY)
PEACE CORPS PROGRAM. AGREEMENT BETWEEN THE UNITED STATES OF AMERICA AND JAMAICA EFFECTED BY EXCHANGE OF NOTES AT KINGSTON FEB. 15 AND 22, 1962 WITH RELATED NOTS. (TREATIES AND OTHER INTERNATIONAL ACTS SERIES, 1954)
WASH. D.C. GOVT. PR. OFFICE 1962
NUC 58-62 47:121
UNIV LIB ROOM 111
SUNY
1400 WASH. AVE.
ALBANY, NY 12203

Citation:	Although an analytic entry appears exactly this way in the National Union Catalog, the citation is misleading in this form. The main entry in library catalogs is *U. S. Department of State, Treaties and Other International Acts Series*. The 1954 number is not a date (as should be obvious considering the topic of the treaty); it is a TIAS number and is in error (the correct number is 4954). This treaty appears in Volume 13, Part I of the series and is four pages long.
Special Data:	A student at the State University at Albany made the request. It was judged eligible for referral.
Referral History:	The request was reported NIL at the State Library and New York University.
Network Holdings:	This series is held by the government document depository libraries and NYSILL could have used this information in routing the request. Both the State Library and New York University, the libraries to which the request was referred, for example, are depositories. None of the libraries would send this material but a photocopy of the four pages could have been sent.

Summary:	The form in which the citation was given probably led to the NIL reports. Many large libraries do not analyze government documents in detail. In searching the catalogs librarians must be aware of this and search the series title.

PLS 11-2-96 P
CONF. INTERNATIONAL TELECOMMUNICATION
UNION AND MINISTRY OF TECHNOLOGY
SEMINAR ON COMMUNICATION SATELLITE EARTH STATION PLANNING AND
OPERATION, LONDON ENGLAND, 1965
INT. AEROSPACE ABSTRACTS A68-35925
TECHNICAL LIBRARY
GENERAL DYNAMICS/ ELECTRONICS
1400 N. GOODMAN ST.
ROCHESTER, N.Y. 14601

Citation: It is accurate. The International Aerospace Abstracts number given as verification is for a paper presented at that conference: *Special Problems in the Design and Operation of Satellite Communications Stations with Small Aeriels*, by C.R. White.

Special Data: A professional or business patron at General Dynamics and Electronics Technical Library made the request. It was judged eligible for referral.

Referral History: The State Library and Cornell University reported the request NIL.

Network Holdings: The request is unavailable in the system.

Summary: There was a logical second referral for this request, either to Columbia, which has subject responsibility for technical reports, or to the Engineering Societies Library, which has subject responsibility for technology. One or both of them could have been tried.

The original TWX message for the following request could not be retrieved for this study. The citation is taken from Nelson Associates' computer-based records for NYSILL.

EBERT, H.G. (ED.)   GIFFORD, B.
PROCEEDINGS OF 3RD CONFERENCE ON ACCELERATOR TARGETS DESIGNED FOR THE PRODUCTION OF NEUTRONS (LIEGE, SEPT., 1967)
BRUSSELS, EUROPEAN ATOMIC ENERGY COMMUNITY, 1968
EUROPE 3895   CONFERENCE 670960

Citation: We do not have a copy of the original citation and therefore cannot know if it was perfect. The NUC entry is similar, but uses the conference title as main entry: *Conference on Accelerator Targets Designed for the Production of Neutrons, 3rd, Liege, 1967.* NUC also gives ths publisher simply as "European Communities." All other elements are as given in the computer-based record.

Special Data: A public library initiated the request on behalf of a student. It was eligible for referral.

Referral History: The State Library and Cornell University reported the request NIL.

Network Holdings: It is unavailable in the system.

Summary: The referral to Cornell was essentially meaningless. They do not lend materials with publications dates within three years of the time of the request. Other possible referrals could have included the Engineering Societies or Columbia University (NYSILL subject center for technical reports).